



JOB POSTING

POSTING DATE: 05/22/2024

CLOSING DATE: Open Until Filled

REQUIRED EXPERIENCE: 1+ year(s) in related field, 6 months leadership or volunteer management experience

REQUIRED EDUCATION: College degree or equivalent work experience, CPR/AED & First Aid certification required or ability to obtain upon hire, humane education certificate preferred or ability to obtain upon hire

STARTING BASE PAY: DOE

REPORTS TO: Outreach Manager

POSITION: Outreach Coordinator

STATUS: Full-Time (Exempt)

JOB DESCRIPTION

The Outreach Coordinator is part of the Community Engagement Team and is responsible for carrying out professional assignments in support of the San Antonio Humane Society's (SAHS) Outreach Department. The Outreach Coordinator will generate awareness of the organization and its mission through humane education and volunteer programs. The Outreach Coordinator will be assigned to one of two focus areas, detailed below, and may rotate focus areas based on the organization's need. Job duties included below.

Principal Duties and Responsibilities:

Volunteer

- Develop and implement strategies to recruit, retain, and recognize volunteers.
- Create, schedule, implement, and monitor outreach events, volunteer for a day functions, and all other volunteer driven programs, projects, or events.
- Update the volunteer handbook, volunteer opportunity descriptions, and program forms as needed.
- Provide individuals with volunteer orientation and training as needed.
- Guide first-time volunteers to appropriate activities and provide training/assistance as needed.
- Serve as a point of contact for all internal and external volunteer opportunities and requests.
- Match volunteers with requested tasks from staff and work with staff to develop training methods for the requested jobs.
- Provide Human Resource type services to volunteers by maintaining volunteer records and distributing volunteer service hour paperwork as requested.
- Keep volunteers up-to-date and address any issues or concerns in real time, documenting incidents and discussions, and maintaining up-to-date instructions for activities.
- Ensure that volunteers are kept up-to-date on matters of importance at the SAHS through email, social media, and a routinely scheduled volunteer e-newsletter.
- Collect data to support detailed written reports and documentation for all volunteer programs, including grant information, website content, and board reports.
- Ability to make and maintain contacts within the community that enhance the SAHS volunteer program's visibility.

Humane Education

- Create, schedule, implement, and monitor all aspects of humane education programs, projects, and events.
 - This includes birthday parties, camps, tours, speaking engagements, offsite programs, virtual programs, and all other educational programs.
- Serve as a point of contact for all internal and external education inquiries and requests.
- Plan, administer, and monitor the daily operations of spring, summer, and other Camp Humane programs.
- Develop education program curriculum, presentations, and educational handouts.
- General office work including, but not limited to preparing various program materials for schools, camps, educational programs and events, record keeping on all educational programs, responding to all emails and phone calls.
- Assist with the training of new outreach department team members and updating department standard operating procedure documents.
- Stay up-to-date on humane education trends and develop new program ideas.
- Collect data to support detailed written reports and documentation for all education programs, including grant information, website content, and board reports.
- Ability to make and maintain contacts within the community that enhance the SAHS humane education program's visibility.

Knowledge and Skills:

- Proven ability to use tact, discretion, diplomacy, and independent judgment within general policy, procedural, and legal guidelines when dealing with volunteers and the public.
- Excellent customer service skills.
- Experience managing confidential data.
- Expected to keep a positive attitude and not engage in gossip or other destructive behaviors.
- Excellent writing, public speaking, and interpersonal skills.
- Bilingual preferred.
- Knowledge of Microsoft Office (specifically Word, Excel, Publisher, and PowerPoint), G Suite, and email/internet software.
- Ability to learn, manage, and operate unique program software such as CERVIS and ACTIVE Network.
- Ability to work with all people from young children to older adults in various settings (i.e. large crowds, on camera, or one-on-one).
- Ability to comfortably conduct humane education and volunteer programs offsite in the community in various areas of town with participants of various demographics.
- Ability to work and run programs independently and with others.

- Ability to express oneself clearly and concisely with children, parents, volunteers, and other team members.
- Excellent organizational skills.
- Detail-oriented and comfortable meeting multiple deadlines.

Work Environment:

- Time split between office environments, outdoors, and pet housing areas.
- Exposure to high noise levels when in kennel areas.
- Potential for animal bites and scratches while handling animals.
- Potential exposure to blood, bodily fluids or tissues - animal or human.
- Potential for exposure to zoonotic diseases.

Physical Requirements:

- Valid driver's license and proof of automotive insurance.
- Exposure to animal noises, chemicals used to sanitize facilities, vehicles, or equipment and other physical situations that involve all forms of animal life.
- Willingness to work evenings, weekends, and holidays. Shifts vary based on organization and volunteer needs.
- Requires the ability to lift and move up to 50 pounds and use of manual dexterity.
- Requires the ability to be constantly mobile.
- Ability to effectively handle all sizes of animals including large dogs up to 50 lbs.
- Ability to work directly with animals, with no pre-existing allergies to animals, hair, or dander.
- Ability to sit and work at a desk for long periods of time.

Additional Duties and Responsibilities:

- Treats all animals humanely, with compassion and concern, both on and off the job and transmits these values to others.
- Ability to follow oral and written instructions.
- Ability to plan, organize, and work with minimal supervision.
- Attend SAHS events as needed.
- Assist other departments and/or programs as needed and/or required.
- Ability and flexibility to accommodate last-minute program and schedule changes with a positive and supportive attitude.
- Responsibility for completion of all online training curriculum by assigned deadline.
- Ability to work well with a diverse team of staff and volunteers, as well as individually, with limited direction.
- Must support and demonstrate the agency's Core Values – Customer Service, Adaptability, Respect, Responsibility, Integrity, and Compassion.
- Must be committed to a high standard of safety and be willing and able to comply with all safety laws and all of the employer's safety policies and rules and must be willing to report safety violations and potential safety violations to appropriate supervisory or management personnel.
- Other duties as assigned by the Outreach Manager and/or Director of Community Engagement.

Apply online at SAhumane.org/employment