**Job Description:** Intake Diversion and Animal Care Liaison

**Department:** Sheltering Care

**SUMMARY**

The purpose of the Intake Diversion and Animal Care Liaison is to manage shelter intake by overseeing all incoming return, surrender, and stray applications, walk-in surrender/stray requests, and collaborating with the animal care department to track and manage the space within the shelter. The Intake Diversion and Animal Care Liaison will develop and share community resources to assist pet owners with retention, and to use the same resources to divert animals out of the shelter.

As space allows, the Intake Diversion and Animal Care Liaison will schedule surrender and stray appointments, oversee these appointments to ensure they operate smoothly and efficiently, and ensure that intakes in Petpoint are fully complete prior to an animal being placed into a kennel. This will include partnering with the medical and behavior departments to complete intake assessments.

Your role as a liaison is to facilitate communication and collaboration between the public, PSPCA departments, and the animals’ care needs. You will serve as a bridge, connecting and coordinating efforts to ensure smooth operations and efficient decision-making. Secondary roles could include filling animal or organizational voids in the day to day operations.

This position will require comfort and passion for helping members of the community, positive, and efficient communication skills, and significant organizational skills.

This position will require understanding animal behavior and handling.

The intent of this job description is to provide a representative and level of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Employees may be directed to perform job-related tasks other than those specifically presented in this description.

**PRINCIPAL DUTIES**

* Having and/or gathering knowledge of community resources to be utilized for pet retention
* Remaining up to date on best practices for keeping pets in homes, and out of shelter environments
* Screening and responding to all online surrender/stray forms as they are submitted within a 48 hour period both via email and phone
* Working with the animal care team to keep track of, and manage space in the shelter for scheduling intakes, and walk-ins
* Speaking with walk-in surrenders/strays, providing retention counseling/resources, and accepting intakes as space allows, or scheduling appointments out
* Managing the Intake calendar, and communicating with all necessary departments to keep all parties alert of space availability and incoming animals
* Partnering with other sites to assist community members with their pets as needed
* Performing medical intakes (vaccines, etc.)
* Assisting with SAFERS/behavioral assessments
* Completing intakes in Petpoint to the full extent
* Placing animals in kennels, ensuring the intake process is smooth and efficient
* Speaking with clients/adopters, providing friendly, positive, and hospitable customer service

**EDUCATIONAL REQUIREMENTS**

High School Diploma or equivalent. Computer literacy required. Bilingual is not necessary but preferred

**EXPERIENCE, ABILITIES AND QUALITIES REQUIRED**

* A minimum of three (3) years of experience in professional animal care via specific experience in veterinary, sheltering, and/or behavior industries
* Affection for animals, concern for their welfare, and a willingness to accommodate animals in the workplace
* Strong problem solving skills – focusing on finding solutions to problems and challenges
* Make initial contact and identify needs of the family – needs might include breeders, end-of-life care, nursing dogs and cats, etc.
* The ability to ask appropriate questions to gather information along with the ability to feel and show empathy for others
* Good customer service relations internally and with the general public, dealing tactfully and professionally in emotional or adversarial conditions
* The ability to have difficult conversations which may include an inability to accept an animal at our facility or the likely inability to find placement for the animal due to behavioral or medical conditions
* Strong written and verbal skills, including the ability to communicate skillfully and effectively with a culturally diverse staff, volunteers, and community in a professional, pleasant, respectful, courteous, and tactful manner at all times
* Flexibility, ability to manage multiple tasks
* Ability and initiative, work with minimal supervision and direction
* Knowledge of animal behavior and common medical conditions
* Comfort and ability in working with animals of unknown disposition and those who may exhibit medical and other problems, as well as aggressive tendencies
* Ability to accommodate varied work assignments and schedules.
* Ability to provide leadership and direction to coworkers and volunteers
* Maturity, good judgment, and professional personal appearance
* Ensure that the intake of animals is completed accurately and timely. This includes both electronically and physically, ensuring that the animal has been properly examined, evaluated, and has received all necessary medical treatments to enter the shelter system
* Ability to lift and move objects and animals weighing up to 50 pounds for short distances and to humanely restrain an animal when necessary
* Assists the public in locating and redeeming lost pets and providing information on pet adoption and redemption procedures
* Requires the ability to use equipment, such as hoses and ladders; cleans; lifts; and handles incoming animals, such as dogs and cats
* Constant lifting, standing, and traversing shelter campus as well as bending and reaching to clean kennels required
* Secondary roles could include filling animal care or organizational voids in the day to day operations.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Valid driver’s license and ability to meet insurance underwriting guidelines required

**IMMEDIATE SUPERVISOR**

Director of Sheltering Care and Facilities

**HOURS**

FLSA STATUS: NON-EXEMPT POSITION FULL TIME, Maximum of 40 hours per week. Daily afternoon and evening hours and days of the week may vary according to the needs of the department schedule. The position will include weekends, nights, and holidays.

**INTRODUCTORY ASSESSMENT PERIOD**

The introductory assessment period runs from the date of hire for 90 days thereafter. For employment in any position with the Pennsylvania SPCA, this introductory assessment period is the period during which the specifics of the job are learned. During this period, either the employee or the Pennsylvania SPCA may end the employment relationship without notice or prejudice.

**EMPLOYMENT**

There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of Pennsylvania SPCA that even exempt positions are governed by the needs of the agency, which means that employment is for no specified term and either the Pennsylvania SPCA or the employee, may terminate that employment at any time. The Chief Executive Officer has final authority over these decisions and determinations.

The Pennsylvania SPCA is an equal opportunity employer.