



**Position: Intake Coordinator**

**Department: Adoption Center**

Exempt/Non-Exempt: Exempt, full time position

Immediate Supervisor: Director of Shelter Operations

**Availability:** Five-day work week (Monday to Friday or Tuesday to Saturday). Must be available to work to accommodate the needs of the organization. May include evening, weekend, and some holiday work. Occasional overnight travel required.

**General Position Summary:** Brother Wolf's Intake Coordinator, under the direction of the Director of Shelter Operations, schedules, coordinates, and oversees the intake of animals from shelter partners and community members. The Intake Coordinator works within the parameters of the organization's resources to maximize lifesaving and ensure appropriate shelter census.

We are seeking a team member who will excel at maintaining and growing shelter partner relationships, in order to take in animals from overcrowded shelters where they are at risk of euthanasia due to space or resource constraints. The ideal candidate possesses great decision making skills, has experience working in a shelter environment, is adaptable to quickly evolving situations within a supportive team, and enjoys working with both animals and people.

**Essential Function/Major Responsibilities:**

- Processes owner surrender applications via email and phone, including approving or declining applications, scheduling owner surrender appointments and providing follow up communication with owners as necessary.
- Responds to public inquiries for assistance via email, phone and in person, providing resources, information, and assistance as needed.
- Provides exceptional, compassionate, and judgment-free customer service for individuals wishing to relinquish their pets via email, phone, and in person, maintaining confidentiality and using discretion as required.
- Serves as the organization's main liaison for critical, source shelter partnerships and works to maximize lifesaving within these relationships.
- Responds to pleas from other shelter partners by reviewing needs, developing a list of animals we can assist based on the organization's resources, adoptability criteria, and current census.
- Works closely with Brother Wolf foster and medical departments to coordinate large transfers, urgent placements, and intakes with advanced medical needs.
- Coordinates all transfer/transport details including: staff, vehicle, equipment and

volunteer scheduling.

- When necessary, travels to partner shelters to select animals and transport them back to Brother Wolf. May include overnight travel.
- Maintains accurate data for all aspects of the intake process, including inputting data for incoming animals, and is able to produce reports for grants and other purposes.
- Assists with the intake process as needed.
- Treats all animals humanely, properly, and with compassion at all times, regardless of the situation or circumstance.
- Maintains a friendly demeanor and provides excellent customer service.
- Promotes a humane and caring attitude toward all animals.
- Fills in for other areas and performs other tasks/functions as needed.

**Qualifications:**

- Experience working with an animal welfare organization that housed animals in shelter and/or in foster care.
- Experience working with an animal welfare organization that acted as a source shelter or receiving shelter.
- Working knowledge of shelter terminology and processes; basic knowledge of animal health and well-being, common animal illnesses and disease, vaccines and protocols, or a willingness to learn.
- Animal control knowledge including companion animal breed characteristics, skills in fear-free restraint and handling, and the ability to interpret and safely respond to animal body language.
- Excellent interpersonal, customer service, and time management skills as well as the ability to communicate professionally and effectively in person, over the phone, and by email.
- Valid Driver's License and ability to pass a background check in order to operate Brother Wolf owned vehicles.
- Experience navigating and utilizing the Google App Suite, database management systems, and the Microsoft Office Suite. Experience with ShelterLuv preferred.
- Ability to work independently with good initiative, working with minimal supervision and direction.
- Ability to de-escalate difficult situations and have uncomfortable conversations with members of the public.
- Ability to identify medical and behavioral problems immediately and communicate them effectively to managers.
- Understanding of and commitment to Brother Wolf's Core Values of adaptability, accountability, caring, and collaboration.
- Genuine affection for animals, concern for their welfare, and a willingness to accommodate animals in the workplace.
- Comfort and ability to work with animals of unknown disposition and those who exhibit medical and other problems, as well as aggressive tendencies.

- Ability to read, write, and understand English is required.

**Physical Requirements:**

- Physical ability to walk and or stand on your feet throughout a normal workday required.
- Ability to bend and squat.
- Physical ability to engage in repetitive motions of legs, arms, and hands and to hear and see clearly.
- Physical ability to operate a transfer van, load/unload crates and animals.
- Physical ability to push up to 150lbs and to carry up to 50lbs regularly and independently throughout a regular workday required.
- Allergic conditions, which may be aggravated when handling or working with animals, may be a disqualification.

**Working conditions:**

Conditions may include working alone, working inside or outside during varying weather conditions, frequent interruptions, and some evenings/weekends meetings and classes.

**Benefits Information:**

Brother Wolf provides subsidized health insurance for all full-time employees and also offers vision and dental insurance for full time employees and part time employees working over 17.5 hours per week. New employees receive two and a half weeks of paid time off in their first year, with rising accrual rates for employees who are with the organization for more than two years.

**Pay**

\$36,000 to \$40,000 based on experience

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Employee \_\_\_\_\_ Date \_\_\_\_\_

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Human Resources \_\_\_\_\_ Date \_\_\_\_\_