

# ANIMAL SERVICES PROGRAM COORDINATOR

| Job Code | Pay Grade |
|----------|-----------|
| 20048    | P5        |

## Nature of Work

This is responsible professional administrative and supervisory work coordinating animal services programs within the areas of customer service, adoption, and volunteer programs pursuant to various county ordinances, federal, and state laws. Work involves acting independently, creatively, and with authority to develop strategies for improving services provided by the department and for developing and maintaining critical relationships with outside partners, ensuring customer satisfaction, and improving the welfare of animals through successful adoptions. Work involves the supervision of staff supporting the areas of assignment. An employee in this class will maintain a focus on a single area of adoptions, volunteer services, or customer services and will provide coverage in other areas as required.

## Minimum Qualifications Requirements

- 5 years animal services and/or veterinary business services experience, or animal services related management experience that includes animal control programs, lead worker, supervision, or supervisory training; or
- Associate's degree in communications, business, public administration, or related field and 3 years experience as described above; or
- Bachelor's degree and 1 year experience as described above; or
- An equivalent combination of education, training, and/or experience.

## Appointing Authority May Also Require

- A Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Physical strength and agility to lift animals, equipment, and supplies.
- Exposure to personal risk during assignments causing periodic contact with hostile or diseased animals.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

## Illustrative Tasks (These are examples and are not all inclusive.)

- Develops new relationships with community partners.
- Recruits, supervises, trains, and mentors staff working in the areas of customer service, adoptions, or volunteers across the department.
- Develops strategies for improving outcomes for animals under the care of the shelter through focus on best practices, practical solutions, and creative problem solving to increase adoptions, volunteer services for animals, and improve all services provided to residents.
- Develops and maintains positive relationships with community partners by communicating, collaborating and working towards mutual goals.
- Promotes adoptions and department services directly to the public through outreach, special events, sales, advertisements, and multimedia communications.
- Facilitates excellent customer services, striving to improve the satisfaction of all customers, partners, staff and volunteers in their interactions with the department.
- Participates on community boards or task forces that aim to improve animal welfare.
- Ensures that special events are communicated in the shelter and in the community and that appropriate staffing is available to facilitate adoptions or other goals for events.
- Develops and implements promotional tools and procedures to enhance the department program.
- Designs, creates, and implements the various adoption programs that will promote adoptions and transfers in a way that is consistent with the shelter philosophy.
- Coordinates the activities of volunteer personnel as needed.

## ANIMAL SERVICES PROGRAM COORDINATOR (continued)

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### Illustrative Tasks (continued)

- Facilitates the production of digital media promoting adoption animals, including but not limited to videos, photos, biographies and publishes to multiple websites such as pet adoption sites, Facebook, and Twitter.
- Assists in the preparation of press releases for various media through the Communications Department as related to Animal Services.
- Assists in securing newspaper and television media time and space highlighting pet adoptions and other program areas.
- Participates in radio and TV interviews focusing on department program areas.
- Plans, organizes and coordinates special events that will promote department services.
- Develops informational and educational materials to be offered to public and interested parties.
- Oversees services to the public, including authorizing or coordinating assistance to resolve problems.
- Provides the application of appropriate animal husbandry as required.
- Performs related work as assigned or required.

### Knowledge, Skills, and Abilities

- Knowledge of best practices for achieving high positive outcomes for shelter animals.
- Knowledge of pet breeds, typical dog and cat behavior.
- Knowledge of volunteer management.
- Knowledge of computer technology with regards to data collection and recordkeeping.
- Knowledge of Pinellas County Animal Services policies and procedures.
- Skill in mass media techniques such as newspaper writing, TV and video educational presentations.
- Skill in making presentations to citizen groups, employees, volunteers, etc.
- Skill in computer software necessary to maintain and update departmental website and social media outlets.
- Skill in mass media techniques such as article writing, TV & video educational presentations.
- Ability to work independently with minimal supervision.
- Ability to lead, motivate, and train personnel and volunteers.
- Ability to apply computer applications and software.
- Ability to communicate with high effectiveness, both orally and in writing.
- Ability to provide information correctly and concisely, both orally and in writing.
- Ability to deal effectively with media groups in a positive and productive manner.
- Ability to deal with the public in an effective and courteous manner, resolves issues, and develops positive communications.
- Ability to work with all levels of employees in the county and to communicate effectively with volunteers.
- Ability to develop important community relationships and develop strategies and programs to achieve mission-critical results.

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|---------|---------------|---------------|
| 9/14    | Professionals | Exempt        |