

Elmbrook Humane Society, Inc.



Job Description

Title: Community Resource Lead

Reports to: Community Resource Director

Exempt Status: Non-exempt

Purpose of the Job

To provide excellent support to our community (internal and external). To perform general office functions related to the daily operations of Elmbrook Humane Society, Inc. (EBHS). To maintain a commitment to the philosophies and policies of EBHS in the performance of their duties and respect the dignity and basic rights of each animal. To support the mission, vision, and core values of EBHS.

Job Responsibilities

- Answering phones, responding to email through the EBHS general account, processing adoption applications, and greeting the public. Serve as a public liaison to the organization and relate effectively to the public and staff in a positive and professional manner.
- Assist with training Community Resource Associates.
- Assist with overseeing the EBHS store including maintaining adequate stock, seeking out desired stock from customers and staff, ensuring invoices are correct when received, and the store is clean, tidy, and welcoming.
- Assist with managing front office equipment maintenance, maintaining adequate office supply inventory, maintaining adequate forms and supplies, and ensuring lobby area is clean and welcoming.
- Assist with managing and increasing the effectiveness and efficiency of the department through improvements to each function as well as coordination and communication between support and business functions.
- Assist with developing and implementing department procedures, routines, and filing systems as necessary.
- Provide information on departmental services and programs to the public and staff; interpret policies and explain procedures; collect fees, provide copies of published materials, resolve conflict and problems.
- Compile data from a variety of sources and prepare reports as directed.
- Update animal profiles with new photos and information to help generate interest for adopters.
- Assist with managing donor database by logging transactions.
- Manage the organization of records and documents.
- Assist with the oversight of the EBHS Foster Program by regularly communicating with foster homes, coordinating appointments, collecting and documenting information, and providing daily updates to the Community Resource Director.
- Aid the community (internal and external), determining their needs and supporting them appropriately.
- Assist with all animal intakes and outcomes.
- Perform various office duties such as filing, copying, and data entry into EBHS databases.
- Promote EBHS philosophies and policies.
- Assist with maintaining data and files.
- Assist with the housekeeping needs related to presenting a clean, organized shelter.
- Support an environment that encourages communication and collaboration among all staff and volunteer positions.
- Support a culture that is service-oriented, relationship-based, and donor-centered.
- All other duties as assigned.

Qualifications

- Capable of working in an environment where animals are constantly present.
- Valid Driver's License.
- Commitment to EBHS Core Values:
 - Balance and Compassion. Uniting our heads and our hearts to impact relationships and make mindful decisions.
 - Ingenuity. Being innovative, resourceful, and thoughtful in caring for animals and people.
 - Collaborative. Working together to accomplish more.
 - Integrity. Doing what is right even when no one is watching and setting the best example when they are.
 - Respect. Recognizing the differences of and being kind to all animals and people.
- Professional public image.
- Able to work in a fast paced often changing, chaotic, and loud environment with minimal supervision.
- Able to maneuver through complex situations effectively; demonstrates sensitivity in handling difficult and emotional situations; tolerant with people and personalities.
- Organized, innovative, and independent.
- Computer literate and ability to operate office equipment.
- Excellent oral, written and organizational skills with attention to detail.
- Able to work set schedule, which will include weekends.
- Passion for issues relating to animal welfare.
- Proven customer service skills.

Work Environment

- Physical demands include:
 - lifting and moving animals and kennels.
 - frequent movement, including but not limited to standing, walking, stooping, carrying heavy loads, movement of kennels, restraining active animals, and operation of motor vehicle.
- Working conditions include:
 - possible exposure to dangerous, diseased, frightened, and injured animals.
 - possible exposure to potentially harmful chemicals and drugs.
 - working with strong cleaning agents on wet surfaces.
 - indoor and outdoor work in all weather conditions.
- Emotional demands include:
 - euthanasia.
 - animal abuse and neglect.

Elmbrook Humane Society is an Equal Opportunity Employer.