

**MAJOR FUNCTION**

This is specialized work in the coordination of all aspects of foster care within the Tallahassee Animal Services Center, employing highly developed customer service skills, knowledge of animal handling, small animal care, and general animal center and kennel operation and maintenance. An employee in a position allocated to this class must recognize and handle potential problems regarding the health and safety of impounded animals. Work is assigned and performed under the direction of a supervisor. Work is reviewed and evaluated by observation and effectiveness of results obtained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Actively recruits foster parents. Reviews foster applications in a timely manner and maintains a database of foster applications and where they are in the application process. Schedules personalized orientations and training with potential and new foster parents. Provides support for foster parents with behavioral questions and concerns, medical questions and concerns, and concerns with adoption process on a daily basis. Identifies individual foster parents strengths and works to match the appropriate animal with the appropriate foster parents. Organizes small and large-scale training events for foster parents. Sends out weekly emails outlining upcoming community events, new protocols for foster parents, breakthroughs in the veterinary community and identification of animals in need of foster care. Ensures that all animals entering foster care have age appropriate vaccinations, diagnostic testing, behavior testing and have been started on appropriate medications and that foster parent is capable, trained and understands the needs of each particular animal. Provides routine medical care for foster animals, including vaccinations, deworming, and identifying and treating common illnesses. Develops a clear, concise care schedule for foster parents for individual foster animals. Schedules Veterinary Care for foster animals, including spay/neuter, rabies, vaccinations and serious illness appointments with the Veterinary Team. Maintains detailed records on each foster animal, and follows up with foster parents on progress of behavioral concerns. Provides ongoing support and education for foster parents with reference to general animal care. Maintains inventory to ensure that the necessary supplies for the foster program are on hand. When supplies are low, procures donations to the foster program through the community through various modes of communication. Works with foster parents on "marketing" their adoptable foster pets so they do not need to be returned to the shelter for adoption. Develops flyers and utilizes on-line outlets and Social Media (Facebook/Twitter) to advertise foster pets and HART and UTOPIA dogs. Encourages foster parents to attend pet friendly events with their foster animals. Reviews potential adopters' applications for foster animals and organizes meet and greets between foster families and adopters. Reviews potential adopters applications for all HART and UTOPIA dogs, and is the sole adoption contact for HART and UTOPIA dogs. Maintains detailed, accurate records in Chameleon database pertaining to foster parents, animals in foster care and adopters

**Other Important Duties**

Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Knowledge of animal behavior and animal health issues. Ability to deal courteously with the general public and handle volatile situations on a regular basis. Ability to recognize animal breeds. Ability to communicate clearly and effectively both verbally and in writing. Ability to present technical information in written communications to lay groups and the general public. Ability to recruit and maintain active foster volunteer force. Ability to manage all aspects of foster program, including marketing and coordination of special events and training and education of volunteers and the public. Ability to recognize animal behavior (dog, cat, small animal, exotics & livestock). Ability to handle

animals safely and humanely in a sheltering environment. Ability to adapt in a changing environment daily, including volatile people and aggressive animals. Ability to cope with the stress associated with euthanasia, abuse, neglect and animal welfare. Ability to perform routine manual work. Ability to perform routine medical care and maintain detailed medical records. Ability to work independently. Ability to schedule, organize and monitor program on a daily basis. Skill in the use of personal computers, including Microsoft Office and database, Chameleon. Ability of prepare reports and compile statistic data. Knowledge of rules, regulations, and policies involved in the administration of assigned functions.

Minimum Training and Experience

Possession of a bachelor's degree in the animal services, communications, English, social science or a related field and two years of experience in human care giving, animal care, animal grooming, animal control enforcement or similar experience with animals; or possession of a bachelor's degree in the animal services, communications, English, social science or a related field and two years of experience in communications, event coordination or public and media relations, combined with responsible personal pet ownership of at least one year; or an equivalent combination of training and experience. Responsible personal pet ownership must be documented via presentation of records from a veterinarian, kennel, etc., reflecting ownership and care (vaccinations, neutering, spaying or wellness check-ups) over at least one year.

Necessary Special Requirements

Within one year of employment, must obtain Euthanasia certification.

Must possess a valid Class E State driver's license at the time of appointment.

Established: 11-24-14

Revised: 01-28-15