



Job Title: Community Outreach Associate
Reports to: Community Outreach Manager
FLSA Status: Hourly, Non-Exempt
Employment Status: Full-time regular
Oversees/Manages: N/A

Summary of Responsibilities

The Community Outreach Associate facilitates public services and group volunteering at Mohawk Hudson Humane Society (MHHS). A key member of the Community Operations Team, the person in the role connects individual community members with needed services to keep their owned pets safe, happy, and healthy, assists with volunteer scheduling and oversight for our Empties for Animals bottle collection program, and assists with planning and executing community and youth education events. The person in this role enjoys interacting with people of diverse backgrounds, exhibits excellent emotional regulation and communication skills, and maintains strong organization and attention to detail.

Essential Duties

- Understands diversity is a strength, equity is non-negotiable, inclusion is our obligation, and embodies this understanding in all interactions with internal and external stakeholders
- Supports MHHS' Loved for Life initiative by counseling customers on pet retention programs, such as obedience training, low-cost wellness, and the pet food pantry
- Promotes the organization's programs and services with the goal of keeping pets out of the shelter and in safe and loving homes
- Counsels pet owners on euthanasia services, pet memorial options, and bereavement resources
- Works with the Veterinary Services Team and Outreach Team to schedule public services at the shelter and in the community, including spay/neuter, vaccinations, and euthanasia
- Assists the Outreach Team with community events, including, but not limited to, vaccination and microchip clinics, spay/neuter services, pop-up food pantries, and tabling events
- Assists in stocking and distributing food for pet food pantry
- Processes check-in and check-out for clinic clients
- Assists Volunteer Coordinator in scheduling, and training volunteer groups for Empties for Animals bottle sorting program
- Provides high-quality customer service in person, electronically and on phone, responding to inquiries in a timely manner and resolving customer concerns independently when possible
- Assists with humane education initiatives as needed
- Processes transactions as needed
- Other duties as assigned

Qualifications

- Prior Experience: One or more years of consistent work experience
- Education: High school diploma or GED required



- Credentials: No specific credentials required
- Hard Skills: Basic animal handling and behavior; vaccination and preventative protocols; bereavement; basic computer literacy and familiarity with Microsoft Office Suite
- Soft Skills: Excellent emotional regulation; empathy; conflict resolution; strong communication; team focus; flexible and creative problem solving; decisiveness; dependability; organization; time management
- Availability: Tuesday- Saturday for 8-hours shifts; this is an in-person position with no expectation of remote work allowances
- Other: No medical restrictions to animal contact

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The person in this position is regularly required to:

- Use hands and fingers, talk and hear
- Stand, walk, sit, reach with hands and arms, and stoop, kneel, or crouch
- Lift and/or move up to 40lbs
- See clearly, with or without corrective lenses, up close, at a distance, peripherally, and perceive depth and color

Working Conditions

- Working hours are subject to change based on the needs of the organization
- Alternate schedules, nights, and holidays may sometimes be required
- Work will take place in a variety of environments including medical offices, administrative offices, operational areas, and offsite, including outdoors
- The noise level in the work environment is usually moderate, and hearing protection is available where noise exceeds acceptable levels
- While performing the duties of this job, the position will be exposed to animal odors, animal wastes, chemical cleaning agents, and airborne particles

Employee Print Name

Employee Signature

Date