



**Job title:** Community Outreach Manager

**Reports to:** Vice President for Community Operations

**FLSA Status:** Hourly, Non-Exempt

**Employment Status:** Full-time regular

**Oversees/Manages:** Community Engagement Associate, Community Outreach Volunteers

### **Summary of Responsibilities**

The Community Outreach Manager is responsible for promoting access to our public programs, connecting our community members with the resources they need to keep their pets happy, healthy, safe, and at home. The Community Outreach Manager works closely with the Animal Pathways team to help divert surrenders, and with the Community Relations team to distribute pantry resources. This individual also assists other members of the Community Operations team with onsite events at the Menands Animal Care Center and offsite in the greater Capital Region, including initiatives in humane education, shelter engagement, and humane law enforcement. The person in this role exhibits excellent emotional regulation and communication skills and has an optimistic view of the local community.

### **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; promoting these services with the goal of keeping pets out of the shelter and in safe and loving homes
- Maintains the pet food pantry, including stocking with food from storage, discarding expired food, working with partner pantries to share resources, soliciting and picking up food donations from partner organizations, and keeping up to date food pantry records
- 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
- Oversees and assists the scheduling of public services including but not limited to spay/neuter, vaccinations, and pet end-of-life services
- Processes transactions as needed
- Coordinates with community partners to plan and run community outreach events including, but not limited to, vaccination and microchip clinics, spay/neuter services, pop-up food pantries, and tabling events
- Coordinates humane education seminars and workshops for both children and adults
- Ensures the Vice President for Community Operations is apprised of community and program needs
- Prepares and submits operational reports to the Vice President for Community Operations as needed
- Supports the Empties for Animals Program by training and leading volunteer groups to sort bottles and cans for recycling, loading the truck, and keeping the sorting area clean, safe, and well-organized
- Recruits, trains, and oversees volunteers in support of Loved for Life efforts
- Other duties as assigned

## Qualifications

- Prior Experience: Two years of consistent work experience (one year of work experience may be substituted by an associate or bachelor's degree in a relevant field)
- Education: High school diploma or GED required
- Credentials: No specific credentials required
- Hard Skills: Animal handling and behavior; vaccination and preventative protocols; bereavement; best practices in animal shelter husbandry and enrichment; leadership and supervision; 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: Sunday 8:30-4:30pm, and Monday through Thursday 8:00-4:30 pm; this is an in-person position with no expectation of remote work allowances

## 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

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Employee Print Name

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Employee Signature

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Date

