



JOB DESCRIPTION

Job Title: Foster Support Coordinator

Reports To: Foster Manager

FLSA Status: Non-Exempt

Location: 3 days on-site is required, and location will vary

Shift: 10:00 am – 7:00 pm; 5 days on, 2 days off (weekends and weekday shift)

Organizational Overview: San Antonio Pets Alive! (SAPA!) is a private nonprofit organization that saves the lives of dogs and cats that find themselves at San Antonio Animal Care Services by no fault of their own. Last year SAPA! saved the lives of more than 5,000 dogs and cats by finding them loving adoptive families, placing them in foster homes, and transporting them to other communities across the country. In addition, SAPA! provides necessary medical services to ensure each pet is healthy and happy.

Our Core Values: San Antonio Pets Alive's! core values deeply held beliefs that represent our highest priorities and fundamental driving forces. They define our passionate belief in what we do and how we choose to resonate with and appeal to the community, adopters, fosters, and volunteers.

- **Lifesaving.** We believe that life is precious. We work tirelessly with compassion, care, and love to save the lives of dogs and cats and to do what's best for the animals, adopters and fosters.
- **Integrity.** We believe integrity drives us to be honest and responsible in our actions and responsible in our actions and communications with our team and the general public.
- **Stewardship.** We are caretakers of the dogs and cats we save. Our stewardship also extends to the gifts we receive, our reputation and the goodwill of our community.
- **Excellence.** We strive for excellence and efficiency in every program we implement, ensuring the best care for the dogs and cats we save and the families who love and adopt them.
- **Respect.** We treat all animals and people with dignity and kindness.

Position Responsibilities: The Foster Support Coordinator is responsible for covering the foster team email, directing fosters to the correct channels for medical and adoption support, ensuring fosters maintain preventatives and promptly schedule spay/neuter appointments, educating foster parents regarding certain illnesses and conditions, and handling all foster parent inquiries and concerns regarding their foster animals' basic care. The foster support coordinator also facilitates all transfers of animals in the foster program, including requests to return or move a foster animal and sitter requests.

This position is responsible for recruiting foster parents and constantly working to fulfill SAPA's mission. It is a detail-oriented, on-site position.

Job Duties:

- Efficiently and effectively manage the flow of dogs and cats from the euthanasia list on-site and externally into foster, rescue, or adopter homes and pushing for an increase of the live release rate.
- Approximately 75% of job duties involves communicating with fosters either in person, by phone or online.

- Must be able to work independently, have strong organizational skills, the ability to multitask, and work efficiently in a fast paced setting.
- Must have exceptional computer skills- including Excel, email (gmail), google drive, and experienced with social media marketing, primarily on Facebook.
- Compose eye catching, organized emails to go out at least 3 times per day to market the animals on the urgent list that need placement.
- Post photos and descriptions of available animals on Facebook. Market animals aggressively and quickly, with extremely limited timelines.
- Maintaining and creating new contacts with fosters, rescues, and adopters to maximize live release placement of dogs each day.
- Provide outstanding customer service on the phone and via email at all times.
- Respond to emails the same day they are sent.
- Process foster applications the same day received during business hours.
- Match urgent animals with interested parties.
- Ensure thank you emails are sent to fosters within 24 hours of animal placement.
- Follow up with assigned fosters weekly ensuring animals are receiving proper medical care and needs are met.
- Communicating with fosters by phone when there is an emergency; i.e., When foster needs the foster animal out of their home asap, when foster animal escapes, etc.
- Maintain a high level of professionalism and customer service with the public at all times.
- Arranging foster parent pick up and answering any questions related thereto.
 - Ensuring that each foster parent receives any necessary Medical Consult or Behavior Consult prior to handoff.
 - Bringing the intaked foster animal out to the foster parent upon arrival, together with all necessary or requested supplies (e.g., medicines, leash, crate).

- Educating the foster parent on the foster process at hand-off, including covering our most important dos and don'ts, passing on/emailing any applicable handouts, and having the foster parent sign any necessary documents (e.g., the agreements or medical waivers).
 - Handling animals that may have parasites or contagious diseases, taking the proper precautions to prevent the spread of disease, and educating fosters thereon.
- Coordinating with other programs to maximize placement of animals in foster, with a special emphasis on large dogs and neonatal puppies/kittens.
- Recruiting and training foster parents, with a special emphasis on behavioral and medical specialized fosters. This could include:
 - Developing and implementing new initiatives to recruit new fosters.
 - Attending adoption sites and events or other community outreach opportunities to speak to prospective fosters in person about fostering.
 - Preparing and giving presentations on fostering to prospective fosters.
- Updating foster transfers in the database, Shelterluv, with all placement-related information.
- When working from home, FSC is to answer emails, Slack requests, and approve or deny foster applications. FSC is also to send reminders to fosters for any upcoming or overdue medical that is needed. Contact fosters that have had animals in care for over six months.
- When working on-site, FSC is to take pictures, videos and gather all information regarding all urgent animals including neonates and dogs at 151, building one.
 - After gathering information, organize information to send out via email and on our FB foster forum and FB Urgent Neonates. When that has been completed, then work on overdue medical and/or fosters that have been in care for over six months.
- FSC will be on-site at least three days per week at an assigned location and work from home the other two days.

Interested applicants should email Kate Powell, Director of Community Engagement, at kate.powell@sanantoniopetsalive.org