



Job Title: Foster Support Coordinator

Reports To: Foster Manager

FLSA Status: Non Exempt

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. SAPA! has saved the lives of more than 56,000 dogs and cats since 2011 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.

Summary of Position:

Position Responsibilities: The following statements describe the essential functions of this job and its scope of responsibility but should not be considered a complete list of work requirements. All SAPA! employees must understand and agree that we are expected to work as a team, which may from time to time require all employees to complete duties not regularly required of their position. As the Foster Coordinator, you are expected to communicate professionally and respectfully with staff, adopters, rescues, fosters and others from the community. You are expected to work in a fast-paced environment to help increase the live release rate for animals in the care of SAPA! and the city.

*Essential Job Duties- Include but are not limited to the following:

- Efficiently and effectively manage the flow of puppies, kittens, 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.
- Must be able to lift 50 pounds repeatedly.
- This job requires physical exertion and you must be able to bend, stoop, push, pull, twist, stand and lift as required.
- Approximately 75% of job duties involve 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.
- Post photos and descriptions of available animals on Facebook, Emma and Market animals aggressively and quickly, with extremely limited timelines.
- Compose eye catching, organized animal plea's to go out daily to market the animals on the urgent list that need placement.
- Maintain and create new contacts with fosters, rescues, and adopters to maximize the live release placement of animals into foster each day.
- Provide outstanding customer service on the phone and via email at all times.

- Respond to emails the same day they are sent during business hours.
- Process foster applications the same day received during business hours.
- 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 from multiple locations and answering any questions related thereto.
- Ensure any animal leaving who requires medication or a medical consult receives so before going with the foster.
- Ensure that each foster parent receives any necessary Medical Consult or Behavior Consult prior to handoff.
- Bring any foster animal out to the foster parent upon arrival, together with all necessary or requested supplies (e.g., medicines, leash, crate).
- Coordinate with other programs to maximize placement of animals in foster, with a special emphasis on dogs and neonatal puppies/kittens.
- Attend adoption sites and events or other community outreach opportunities.
- Update foster transfers in the database, Shelterluv, with all placement-related information.
- Provide coverage at the Petco Love Adoption Center as assigned.
- Recruit new foster parents to the SAPA! Foster program
- Care for on-site animals awaiting movement into foster care as needed.
- Update foster parents on any changes in policies or procedures as needed.
- Assist in the adoption process if fosters who foster fail their foster animals.
- Other duties as assigned to meet the needs of SAPA!

Physical Demands & Job Requirements:

- Be able to walk dogs, carry them and lift up to 50lbs.
- Be able to type, spell, and communicate quickly and effectively
- Be able to stay on task, and work to your best ability
- Work is often done in a time sensitive and demanding environment
- Evening, weekend, and holiday work will be required
- Must have a valid Driver's License & be able to drive to local locations as needed.

Minimum Qualifications:

- Strong communication skills.
- Ability to communicate effectively in writing or verbally.\
- Positive, and team-oriented with a supportive attitude.
- Ability to problem solve.

To Apply: Please submit resume to shelly.cady@sanantoniopetsalive.org.