



Job Title: Placement/Transport Coordinator

Reports To: Placement Manager

FLSA Status: Non-Exempt

Location: 100% Onsite, Multiple Locations

Shift: Full-time 35-40 hours/week

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! 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 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 a placement/transport coordinator you are expected to communicate professionally and respectfully with staff, adopters, rescues, fosters, networkers and others from the community. You will spend part of your time working placement and part of your time working on upcoming transports. You are expected to work in a fast-paced environment to place urgent dogs from San Antonio Animal Care services, to help increase the live release rate of SAPA and the city.

Essential Job Duties:

- Efficiently and effectively manage the flow of dogs from the euthanasia list at San Antonio Animal Care Services into foster homes, rescues, or adopter homes and pushing for an increase of the live release rate.
- Approximately 85% of job duties involve online work, so must have exceptional computer skills- including Excel, email (Gmail/Outlook), Google shared drive, Microsoft Sharepoint and experienced with social media marketing, primarily on Facebook.
- Compose eye catching; organized emails to go out when the animals in the kennels are at risk of euthanasia after a morning/evening walk thru. This is time sensitive and the ability to work quickly and get the emails out within 15 minutes after learning those at risk of EBI is a must.
- Must be able to multi-task quickly with sending emails, updating text threads as well as slack for movement and communicating with the Onsite Supervisor for urgent animals.
- Post photos and descriptions of available animals on Facebook. Market animals aggressively and quickly, for those with unknown timelines.
- Maintaining and creating contacts with fosters, rescues, and adopters to maximize live release placement of dogs each day.
- Always provide outstanding customer service on the phone and email.
- Facilitate the pickup of animals from the kennels, by serving as the liaison between the onsite staff and the approved foster, adopter, or rescue.
- Communicate effectively and efficiently about animal personalities, medical information, and compatibility in the homes to interested parties.
- Manage/Update/Organize the Live Release Drive that tracks all urgent animals, and those pulled into SAPA care, which can be up to 100 active animals at a time.
- Manage/Update/Organize the Daily Tracker which is used by the placement team to address the needs/interest of animals in ACS Kennels, and the daily pull animals to onsite staff with information they are needing to communicate with interested parties.
- Communicate with Onsite Supervisor to come up with 5-6 animals in Building 1 to create an At-Risk List to market those animals for extra attention nightly.
- Schedule using WaitWhile for visitors into the Building 1 location, keeping it up to date, and relaying information to onsite staff in regard to appointments for the day.

- Communicate with Rescues when an animal has medical or is leaving unaltered, and collect all signed forms with information pertaining to the animal for surgery information to be scheduled later
- Update the Rescue Unaltered Sheet as animals leave into Rescue Care unaltered, update when proof is sent in, and when a rescue emails in inquiring on other animals, reach out and ask about their outstanding unaltered dogs.
- Seek transport of animals between facilities by posting pleas to the foster base and transport community. Once transport is found, update onsite staff via text and Slack. If transport is not found, continue posting or an onsite staff member could take.
- Maintain a high level of professionalism and customer service with the public at all times.
- Implement creative ideas to place animals effectively.
- Must be able to work independently, have strong organizational skills, the ability to multitask, and work efficiently in a fast-paced setting.
- Establishing new out-of-state Rescue Partners for transports.
- Pitching animals that meet Rescue criteria to Transport Rescue Partners.
- Organize and coordinate transports including; tracking pitched animals, arranging boarding, scheduling dogs for health certificates, keeping paper records of documents for transports, loading animals in transport crates & vehicles.
- Transporting approved transport dogs from our onsite locations to the vet clinics for health certificates.
- Ability to travel between onsite locations for extensive temperament testing and videos of animals for pitching, as well as travel to some local boarding and vet clinics for transport dogs.
- Coordinate with temp fosters regarding transport day, location and drop-off instructions.
- Prepare vehicles as needed for transports and/or meet transport partners for the transfer of animals for transport.

Physical Demands:

- Be able to walk dogs, carry them and lift up to 50lbs.

Job Requirements:

- Must have an active Driver's License.
- Must have exceptional computer & communication skills.
- Must be able to multitask and work in a fast-paced environment.
- Be able to type, spell, and communicate quickly and effectively.
- Be able to stay on task, and self-discipline to complete all required tasks in a time sensitive and demanding environment.
- Evening, weekend, and holiday work will be required. Must be flexible for scheduling.

SALARY: HOURLY \$ 12.25-12.50