

JOB/POSITION TITLE: **Ginny Tiu Community Spay/Neuter Center Coordinator**

STATUS: **Non-Exempt**

PRIMARY PURPOSE: The primary responsibilities of the Spay/Neuter Center Coordinator are to facilitate overall excellent customer support, ensure complete and accurate record-keeping, display an understanding of basic veterinary medical concepts, and assist the Spay/Neuter Center Manager in day-to-day operations at both the Mo'ili'ili Campus and Kosasa Family Campus.

Reports To: Spay/Neuter Center Manager

ESSENTIAL DUTIES/FUNCTIONS:

- **Day-to-Day Operations** Manages client interaction and scheduling. Collects, organizes, and inputs all medical records. Answers phones, returns messages, forwards messages to appropriate staff in a timely manner. Works to improve overall operations of the Spay/Neuter Center by keeping up with ClinicHQ software updates and implementing new procedures to increase efficiency.
- **Customer Care** Treats all animals and the public in a professional and efficient manner. Maintains clean and welcoming environment in reception and public-facing areas.
- **Client Education** Exercises understanding of basic veterinary medical concepts including, but not limited to, vaccine protocols, anesthetic risk/monitoring, and patient care. Must be able to communicate basic veterinary concepts to owners and be able to repeat information relayed by a veterinarian.
- **Oversite and Reporting** Helps track and report on Spay/Neuter Center statistics. Handles daily cash reports/reconciliation. Works collaboratively to ensure that the Spay/Neuter Center schedule is adequately filled.

OTHER DUTIES/FUNCTIONS:

- Feed, water, and monitor condition of all animals as directed.
- Assist in surgery or emergency situations as needed.
- Clean and disinfect animal housing areas, food and water bowls, and utensils.
- Regularly participate in meetings with other members of the department.
- Shares ideas and suggestions designed to improve working conditions and the organization.
- Perform other duties as assigned to ensure a positive public image and to enhance the operation of the organization and improve the quality of life for animals.

JOB CONDITIONS:

- Work Environment: Indoors under regular kennel and office conditions.

- Equipment Use: Leash/rope, water hose with spray gun, commercial cleaning fluid, computer, phone system, veterinary drugs, instruments and equipment, copier, and calculator. Will be exposed to anesthetic gases.
- Hours: 40 Hours per week, 4 days per week, 10 hours per day.

#### MENTAL, PHYSICAL AND COMMUNICATION DEMANDS:

- Must have passion and concern for both animals and people.
- Must agree with and be committed to Hawaiian Humane goals, objectives, and programs.
- Must be self-motivated.
- Requires alertness and attention to detail in handling of animals.
- Requires crawling, bending, lifting, etc. in cleaning and handling of animals.
- May require lifting and carrying up to 50 lbs. of weight.
- May require hand-eye coordination in handling, capturing, transporting, restraining, or administering veterinary treatment to a live animal.
- Must have ability to manage telephone operation and etiquette.
- Must have clear and legible writing skills.
- Requires knowledge of computer input functions and report writing.
- May require knowledge of and ability to perform veterinary technical support procedures to all types of animals.
- Requires patience and tact when dealing with difficult, emotional, or angry people.
- Must communicate clearly while talking to individual people in person, on the telephone or over the intercom system.
- Requires handling people and animals in a pleasant, courteous, and professional manner.

#### QUALIFICATION REQUIREMENTS:

- Skills/Knowledge: Requires multi-tasking in a fast-paced, dynamic environment. Flexibility and adaptability. Ability to communicate assertively and effectively with staff and clientele. Demonstrated initiative and capacity to work independently. Able to learn basic veterinary medical concepts including but not limited to vaccine protocols and anesthetic risks. Working knowledge of Microsoft Word and Excel as well as proficiency in use of internet web browsers.
- Education/Training: High school diploma or equivalent required.
- Experience: Two years working in a team setting in a veterinary or animal shelter environment preferred. Customer service experience required.

*The above information on this job description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.*