

Job Title	<i>Intake Coordinator</i>
Reports To	<i>Medical Manager</i>
Starting Salary	<i>Hourly Position</i>

Job Purpose

The purpose of our Intake Coordinators is to assist with the intake of the animals into our system. They are also responsible for the assisting with the day-to-day care of animals in HSHC care. This role serves as a liaison to the medical manager. The Intake Coordinators ensures immediate medical needs are addressed in a timely manner and communicating those concerns to the medical manager. The intake coordinators will at times, assist veterinarians with exams and small minor procedures.

Duties & Responsibilities

The Intake Coordinators are responsible for coordinating the daily functions of our intake areas including, but not limited to:

- Basic computer literacy including the ability to learn and use the online Pet Point database to ensure medications and holds are entered properly.
- Employees must have the physical strength and ability to lift and carry a pet or other object weighing up to 50 pounds without assistance.
- Must be able to assist in lifting patients or other objects weighing more than 50 pounds.
- Must be able to work energetically for the entire assigned shift, sometimes exceeding 9 – 10 hours per day. The shift does not end until all duties are completed for the day or until a supervisor dismisses the staff.
- Physical exertion will include repetitive standing, walking, stooping, bending, twisting, and lifting. Must be able to grasp, hold, and manipulate objects varying from small and fine to large and heavy with both hands.
- Employees must physically hold and restrain pets that may struggle, scratch, or try to bite. This requires the emotional ability to remain calm and compassionate with animals that are reacting to fear and/or pain and the physical strength, dexterity, and reflexes to keep the pet, themselves, and other doctors or staff safe.
- Employees must be able to view physical symptoms or medical problems, read medical instruments, and follow handwritten instructions.
- Employees must be able to respond and quickly react to frequent auditory signals, warnings, or communication from other staff, animals, or medical equipment.
- Have basic animal behavior knowledge to perform behavior test on animals during processing.
- Conduct routine exams, tests, vaccines, and treatments for adoptable pets.
- Communicate both written and orally effectively with the medical manager in suggesting and facilitating extended treatments for animals that require it.
- Daily monitoring of general health population.
- Entering euthanasia, exams, temperament test, and general notes in the animals record into Pet Point.
- Performing humane euthanasia once approved by the medical manager.
- In the absence of the foster coordinators, organizing and utilizing fosters.
- Conducting medical and behavioral counsels in the absence of a manager.

- Train other staff members or new employees in the skills listed on this job description.
- Medicate animals during the intake process.
- Perform medical duties such as: giving SQ fluids, give daily medications, take animal's temperatures, heart rate, and breaths per minute.
- Follow directions on the treatment sheets for the care and feeding of boarding or hospitalized pets
- Process new animals with HSHC protocols in preparation for adoption.

Qualifications, Applicants must:

- Embrace our No-Kill Philosophy
- Vet Technician Certification a plus. Will consider candidates with work history experience
- Experience in behavior modification and training programs (Meet your Match, SAFER Testing, etc.)
- Be a self-starter with a lot of initiative, problem solving skills & the ability to work with minimal supervision
- Be an excellent communicator—both written and verbal
- Be a natural people-person & “cheerleader” who positively motivates others & has a knack for diplomacy
- Be flexible to work some nights and weekends while providing reliable transportation
- Be able to excel in a high paced work environment where you are surrounded by the distractions of animal sounds, smells and their respective allergens
- Be able to lift a minimum of 25lbs without health risk