



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Animal Care Intake Coordinator
<b>REPORTS TO:</b>	Senior Manager, Animal Care or Designate
<b>SUPERVISES:</b>	No direct reports

Under the direction of the Senior Manager, Animal Care, the Animal Care Intake Coordinator assesses all intake candidates—both owner surrenders and transfers from other organizations/rescue groups — based on eligibility for diversion programs and the organization’s capacity for care. Working closely with the Senior Manager, the Coordinator helps determine which animals qualify for intake and whether adequate resources are available.

The role supports the development and management of an enhanced Rehoming Program by ensuring accurate information is collected, offering appropriate advice, and making unbiased, animal-focused decisions.

As a flexible, team-oriented professional comfortable in a fast-paced and often stressful environment, the Coordinator will manage multiple priorities and collaborate effectively with staff and volunteers.

Key responsibilities include supporting the health and welfare of animals being surrendered and those already in care, following strict cleaning and disinfection protocols, assisting other departments, providing excellent customer service, and performing additional duties as needed.

### **PRINCIPAL ACCOUNTABILITIES:**

- Foster positive morale, teamwork, and collaboration with staff and volunteers.
- Train, orient, and assess staff, co-op students, and volunteers.
- Track and match lost pets with owners.
- Communicate regularly with the manager and team regarding department needs and updates.
- Stay up to date on animal-welfare best practices through professional contacts and resources.
- Respond to adoption inquiries and support the adoption process.
- Provide animals with appropriate food, water, handling, and care.
- Identify and document stray animals, including microchip scanning and breed/age estimation.
- Prepare animals for adoption by updating status and ensuring required paperwork.
- Clean and disinfect animal areas and common spaces regularly.
- Oversee and develop all aspects of the Rehoming Program.
- Assess intake eligibility based on capacity, available options, and care requirements.

- Work with and support pet families on intake diversion options including behavioral advice, other specialized advice and referrals, training, community and network resources, family/friend assistance.
- Serve as the main contact for pet family surrenders and follow up with pre-surrender clients.
- Employees are expected to meet productivity standards, arrive prepared and on time, participate in events as needed, and perform other duties as assigned.

**POSITION REQUIREMENTS:**

The following are general descriptions of some of the requirements necessary to carry out the duties and responsibilities of this position.

- Ability to build positive relationships with staff, volunteers, clients, and community partners.
- Strong sense of teamwork and collaboration, with the ability to foster the same amongst others.
- Strong interpersonal skills for working with diverse behaviors and situations.
- Must treat animals humanely, with compassion and concern both on and off the job.
- General understanding of animal behavior, animal protection laws, and animal welfare issues.
- Knowledge of animal welfare practices, including sheltering, adoption, and euthanasia.
- Knowledge and experience of handling a wide variety of animals is preferred.
- Ability to plan, implement, and support programs.
- Capability to meet physical demands such as lifting large animals, moving heavy supplies, and performing cleaning tasks for extended periods (approx. 40% of workload).
- Ability to work effectively under stress, adapt to ambiguity, and follow direction.
- Strong organizational and time-management skills with the ability to balance multiple priorities.
- Flexibility to work evenings, weekends, and statutory holidays as required.
- Computer literacy - Microsoft Windows, Word, Humane Society software, and office equipment.
- Hold a valid Class G Ontario driver's license.
- This position requires working various shifts, including some evenings, weekends, and holidays.

**WORKING CONDITIONS:**

- Work in an emotional, often challenging environment with animals arriving in varied conditions, including those who are abused, neglected, ill, or have behavioral issues.
- Emotionally challenging environment involving humane euthanasia and supporting owners rehoming their pets.
- A mix of climate controlled and outside temperature conditions.
- Areas with strong odors and high noise levels in regards to barking and other animal noises.
- Risk of exposure to animal bites, scratches, infections and infectious diseases.
- Intermittent physical activity including walking, standing, sitting, lifting and interacting with animals.

**COMMITMENT:**

- Able to attend to work-related matters that occur after regularly scheduled work hours
- Demonstrated regular and consistent attendance and punctuality
- Must be able to work with a variety of animals and with materials used in animal care.