Love animals? Love people? The Humane Society of Memphis and Shelby County (HSMSC) wants YOU to oversee our animal foster program! Suppose you are an enthusiastic "people person" who is organized and great at multitasking, eager to work with all types of passionate personalities with professionalism and empathy, and excited about matching volunteer talents with HSMSC sheltering and outreach needs. In that case, this is the perfect job for you!

JOB DESCRIPTION

Volunteer Pet Foster families are a lifesaving support team for the Humane Society of Memphis and Shelby County. They play an essential role in helping HSMSC fulfill its mission to save animals, connect them with humans, and create forever families. The Foster Program Assistant Manager manages foster placement, activity, and engagement and provides overall assistance to the Intake Department. The Foster Program Assistant Manager actively recruits, onboards, and trains new fosters, ensuring they have the tools, information, and support they need to foster animals successfully. The successful candidate must love people (and animals!), be adept at interacting with all types of passionate personalities with professionalism and empathy and be eager to help engage foster volunteers.

JOB RESPONSIBILITIES

- Communicate skillfully, effectively, and timely with fosters, staff, and all HSMSC departments.
- Continuously assess, update, and improve foster program policies and procedures to improve the strength and effectiveness of the program.
- Advocate internally for foster needs, and communicate shelter needs and policies effectively.
- Maintain foster database and perform appropriate recordkeeping functions.
- Answer phone calls and emails from foster volunteers promptly, including arranging emergency and out-of-hours care for foster pets. Communicate with foster volunteers to answer questions and concerns outside of traditional business hours.
- Provide ongoing support and resources to foster volunteers, including frequent foster "check-ins," appointment scheduling and reminders, and other communication as needed.
- Facilitate placement of foster-eligible animals into and out of foster homes. Update foster communications and social media accounts as needed to communicate animals in need of foster care.
- Manage foster supply inventory, and report supply shortages/needs.
- Recruit, train, and engage new foster applicants and conduct foster training.
- Assist with animal intake and assessment of both new animals and long-term residents.
- Create a behavioral foster program for adult animals.
- Manage "foster to adopt" pets and "foster finder" program
- Provide support to the intake department, including answering phones, entering data, providing scheduling assistance with intake appointments and low-cost clinic, and filling in as needed.
- Take cats and kittens to the Pet of the Week TV segment and other media opportunities when needed.
- Create a library of reading/watching material for fosters
- Other duties as assigned
JOB QUALIFICATIONS AND SKILLS

- Animal care experience is required. Must have knowledge of animal behavior and experience with animal handling.
- Must have outstanding interpersonal skills, and the ability to effectively interact and communicate with all types of personalities with compassion and professionalism
- Must be highly organized and able to multitask effectively
- Must have excellent time management skills, schedule flexibility, attend day/evening/weekend events, and answer after-hours/weekend calls
- Must be computer savvy
- Must have the ability to use sound judgment when dealing with confidential information
- Must be able to speak before groups of people
- Must have a valid driver’s license and an insurable driving record
- Bachelor’s degree preferred

PHYSICAL DEMANDS & WORK ENVIRONMENT

The physical demands and work environment described here represent those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to handle animals that range from calm to overstimulated.
- Potential for standing/walking/bending up to eight to ten (8-10) hours a day
- Quick reflexes and ability to use both hands simultaneously (e.g., opening a cage door while handling an animal)
- Occasional lifting of up to fifty (50) pounds with assistance
- Ability to bend and squat to leash/harness or pick up an animal
- Must not have strong allergies to dogs, cats, or chemicals used in cleaning that cannot be managed by medication. Must not be highly allergic to peanut butter
- Ability to deal with strong and unpleasant odors
- Exposure to high noise levels, zoonotic diseases, and animal bites/scratches when handling animals
- Exposure to all weather conditions when outdoors and to different environments when attending functions outside the shelter

Reports to: Intake Manager

Annual Starting Salary: $37,440, FT, Exempt

Benefits include generous PTO & paid holidays, an employee assistance program, a monthly cell phone stipend, "at cost" veterinary services, pet medications, pet food, and more.

To apply, send resume and cover letter to mtoeller@memphishumane.org

The Humane Society of Memphis and Shelby County is an equal opportunity employer that does not discriminate based on race, color, creed, religion, sex, physical disability, mental disability, age, marital status, sexual orientation, gender identity and expression, national or ethnic origin, or any other protected status.