# Community Programs Specialist (Part Time) – Animal Welfare League of Arlington in Arlington, VA

**Community Programs Specialist – Part Time**

The Community Programs Specialist assists the day to day operations of the Community Services Team of the Animal Welfare League of Arlington placing special attention on coordinating and scheduling program volunteers. In addition, the Community Program Specialist will be responsible to produce the monthly volunteer newsletter, including content, publication and electronic/online distribution as well as have the creative opportunity to expand and grow the Pet Therapy volunteer program. This position is based in Arlington, Virginia.

**About the Animal Welfare League of Arlington**

Since 1944, the Animal Welfare League of Arlington has been committed to improving the lives of animals. The League provides temporary care and refuge for homeless and suffering animals; places animals in loving responsible homes, provides animal control services to Arlington County, and subsidizes county funds to provide a wealth of animal welfare and community services. The Animal Welfare League of Arlington is a nonprofit 501(c)(3) organization.

The Animal Welfare league of Arlington is dedicated to creating a world where all companion animals find compassionate and permanent homes. For more information, please visit [www.awla.org](http://www.awla.org)

**Reporting Relationships**

This position reports to the Director of Community Programs and works within a team two (2) additional staff member. The Community Programs Specialist will also work closely with all League staff, volunteers, and the public.

**RESPONSIBILITIES**

* Create customized content and messaging for volunteers, including volunteer newsletter and personalized updates through Volgistics and Constant Contact.
* Ensure professional and meaningful engagement for all volunteers
* Assist with recordkeeping and volunteer database coordination in Volgistics
* Lead/Assist volunteer orientation including follow up with attendees
* Communicate with volunteers, resolve issues and provide support through email, phone, VICmail, and in person
* Ensure a clean and well maintained volunteer sign in area and bulletin board
* Stock and maintain Kennel Assistant meeting cards and produce new volunteer nametags
* Lead/Assist in one (1) or two (2) Rabies Clinics annually
* Organize and track Animal Transport Volunteers
* Coordinate and organize volunteer of the month selection and assist in the selection process for volunteer of the year
* Coordinate the annual volunteer appreciation party
* Take lead role in coordinating and growing the League’s Pet Therapy volunteer program
* Assist in annual Spay Day event
* Provide support and any required follow up for the Low Cost Spay/Neuter participants and Vet Assistance program inquires in the absence of the Volunteer/Community Services Coordinator
* Assist in organizing supplies for “friend-raiser” events
* Answer correspondence, email, voice and text messages promptly and follow up with volunteers, staff, and management accordingly to avoid interdepartmental disruption at all times
* Assist with tours of the League as needed
* Provide front office reception assistance a minimum of (8) hours per week including (1) Saturday or Sunday per month
* Support the AWLA Compassionate Culture guidelines at all times
* Perform additional duties including but not limited to additional front desk hours as assigned

**Required Qualifications**

* 2+ years of professional and customer service work experience preferably in a similar role
* Ability to set priorities, develop routines and manage a varied workload
* Readiness to assume multiple duties and tasks
* Ability to work independently as well as with others in a wide variety of circumstances
* Strong public speaking skills including experience presenting information to diverse audiences
* Ability to maintain composure in stressful and sensitive situations while in the public eye
* Excellent writing skills with the ability to condense and clarify content
* Ability to write and execute event promotion materials to generate interest
* Highly organized and detail oriented self-starter
* Exceptional interpersonal , customer service, listening, and decision making skills
* Demonstrated ability to engage, inspire and instruct
* Flexible schedule to allow for evening orientations and one (1) weekend day a month work schedule
* College degree (Associate; BA or BS preferred) or 4+ years in a parallel role
* Strong Computer literacy including MS Office, Email and Database skills

**Desired Qualifications (helpful but not required)**

* Experience in the field of animal welfare or animal shelter
* Experience with “hands on” nonprofits
* Experience working with PetPoint, Constant Contact, Raiser’s Edge, and Volgistics
* Experience working with volunteers

**Personal Characteristics**

* Commitment to the mission of the Animal Welfare League of Arlington
* Ability to think analytically and problem solve, combined with a willingness to ask questions and work collaboratively
* Ability and desire to work with volunteers and the public
* Energetic, hard-working, and a team player
* Positive, enthusiastic, professional image in representing AWLA, both internally and externally
* Ability to work in a fast paced, ever evolving atmosphere
* Discretion with confidential information

**Travel Requirements**

May require occasional travel to local community locations in support of the League’s community service programs.

**Typical Physical & Mental Demands**

Requires prolonged sitting or standing with some bending, stooping and stretching, eye-hand coordination and manual dexterity sufficient to operate a keyboard, telephone, photocopier, calculator and other office equipment. May be required to lift items from storage for events and lift or handle animals and be physically active. Requires normal range of hearing and eyesight to communicate with shelter animals, the public, volunteers, and staff. Also requires flexibility and adaptability to work with frequent interruptions.

Must be comfortable handling dogs, cats, and small companion animals.

**Compensation**

This is a part time, 20 hour per week, non-exempt, hourly position with pro-rated vacation/sick time accrual. Benefits for this position are available at 50% of the individual premium after a 180 day waiting period. Compensation is within the SAWA median range for this position, paid on a bi-weekly basis.

**To Apply**

Please submit the following application materials to Claudia West at [jobs@awla.org](mailto:jobs@awla.org) with Community Programs Specialist in the subject line:

* A cover letter describing your interest in the position and relevant experience/qualifications
* Resume
* Salary history for the last three (3) roles

*Animal Welfare League of Arlington is an Equal Opportunity Employer, with a commitment to diversity in the workplace.*

*Applications will be considered on a rolling basis. Position will remain posted until filled. No phone inquiries, please.*