# Community Services Coordinator – Animal Welfare League of Arlington in Arlington, VA

**Community Services Coordinator**

The Community Services Coordinator oversees the day to day operations of the Community Services Programs of the Animal Welfare League of Arlington focusing on low cost and free spay/neuter programs, no-interest vet assistance loans, safekeeping program and researching new resources and providing outreach for pet owners in need. In addition, the Community Services Coordinator oversees the national spay day event programing, including content, publication and electronic/online distribution. The Community Services Coordinator also coordinates program billing and follow up on spay and neuter requirements, where applicable. 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 of one (1) or two (2) additional staff members. The Community Services Coordinator will also work closely with all League staff, volunteers, and the public.

**RESPONSIBILITIES**

* Coordinates low-cost and free spay/neuter programs
* Coordinates national spay day campaign efforts
* Coordinates veterinary assistance program and follow up on spay/neuter requirements
* Coordinates safekeeping program
* Maintains database/ billing system and collects/processes payments for clients using services
* Coordinates with participating vets regarding problems with billing
* Follows up with clients regarding non-payment of vet assistance loans
* Researches and maintains up-to date list of area low-cost veterinarians, resources & programs
* Serves as a point of contact for Arlington County and other locally-based public assistance programs to cross promote services/resources relevant to pet owners
* Speaks on behalf of AWLA /serves as a League representative to promote shelter programs and mission
* Coordinates and organizes supplies and volunteers for “friend-raiser” events
* Provides training for special events/friend-raiser volunteers
* Investigates and implements quarterly in-service training sessions on topics of interest to all volunteers
* Assists in staff trainings related to volunteer engagement and retention
* Assists with volunteer database maintenance
* Assists in implementation of annual volunteer appreciation party
* Assists with volunteer orientation, as needed
* Gives tours of AWLA, in the absence of the Director of Community Programs
* Assists with summer camp registration database
* Leads/Assists in one (1) to two (2) Rabies Clinics annually
* Provides front office reception assistance at least eight (8) hours per week including one (1) evening per week and one (1) to two (2) weekend days per month
* Performs additional duties as deemed necessary and assigned

**External Relations**

* This position is required to interact directly with the public working at the front desk in customer service and adoptions, as well as dispatch animal control calls on a rotating basis with other staff members a minimum of eight (8) hours a week

**Required Qualifications**

* 4+ 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 one (1) evening a week and up to two (2) weekend days a month work schedule
* 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
* College degree

**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
* Patience and exceptional listening skills when communicating with emotional or difficult people
* 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 frequent bending, reaching, stooping, kneeling, walking/standing, eye-hand coordination and manual dexterity sufficient to operate a keyboard, telephone, photocopier, calculator and other equipment or machinery. Will have exposure to injured and deceased animals, disinfectant solutions, and various weather conditions. May assist in animal restraint and deal with distressed animals, and could be subject to bites and scratches. May be required to lift heavy items (up to 50 lbs) or animals and be physically active. Requires normal range of hearing and eyesight to communicate with the public, volunteers, staff, and animals. Also requires flexibility and adaptability to work with frequent interruptions**.**

Must be comfortable around dogs, cats, small companion animals and all wildlife.

Will be required to receive rabies prophylaxis vaccine, hepatitis-B, and tetanus vaccinations.

**Compensation**

This is a full time, non-exempt, hourly position with medical benefits and vacation/sick time. Salary range is within the Society of Animal Welfare Administrators (SAWA)median range.

**To Apply**

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

* A cover letter describing your interest in the position and relevant experience/qualifications
* Current Resume
* Salary requirements

*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.*