



## Kansas City Pet Project

### Job Description

**Title:** Community Services Program Manager

**Department:** Community Services

**Reports to:** TBD

**Category:** Full-Time

**Supervises:** Community Services Program staff at KC Pet Project and community volunteers

**Commitment:** This position is responsible for the development and management of the new community services program at KC Pet Project. This program will encompass the call center, pet food pantry, pet retention programs, spay/neuter and/or wellness visits, and other related program expansion areas related to engaging community members and supporting pet owners. The ideal candidate would have a social services background and be forward-thinking, solution-oriented, and data-driven while embracing our "Solutions, Not Excuses" motto at KC Pet Project.

#### Responsibilities:

- Develop, implement, and lead programs and pet owner support service expansion in alignment with KC Pet Project's vision of this new program and our "Keep 'Em Together, KC" initiative
- Work extensively with the public to provide services and help as needed in an effort to keep pets in their homes.
- Increase community engagement, presence, and partnerships with outside organizations to serve pet owners and other community members
- Work alongside departments to launch Community Cat Program.
- Conduct ongoing community outreach to pet owners in our communities to focus on the issues of spay/neuter and general pet wellness
- Coordinate with surgery and scheduling staff to schedule spay/neuter appointments for clients
- Assist with animal transport to spay/neuter in exceptional cases or communicate with and arrange for transportation with volunteers or other staff members
- Conduct follow up with clients signed up for spay/neuter before and after appointments and determine which clients need additional engagement

- Build relationships with other animal welfare organizations, community groups, community leaders, etc.
- Complete all data collection forms and ensure that data is entered accurately into the database
- Help plan, advertise for, interact with and recruit and train volunteers. Implement community events
- Assist in developing goals and objectives for the Community Outreach Program
- Maintain and promote cohesive working relationships between departments to ensure seamless integration of program efforts with other organizational activities; work with marketing and development staff on developing marketing, collateral and media opportunities
- Provide leadership, accountability, and performance feedback for program staff.
- Manage hiring, training, performance management and disciplinary actions related to program staff.
- Provide regular coaching to staff in areas for improvement to elevate performance and support personal growth.
- Ensure staff follow safety guidelines and procedures and act as exceptional representatives of the organization to their clients.
- Assist in preparing annual program budget, operate within budget, and collaborate with colleagues in effort to secure funding to support program activities.
- Perform other duties and special projects, as assigned or needed.

**Qualifications and Requirements:**

- Minimum 5 years of progressively responsible experience in a social service role or animal welfare outreach organization, including at least 3 years in a supervisory capacity. Experience should include leading customer or direct service based programs with demonstrated success.
- Ability to work from Kansas City Campus for Animal Care, at home, in the field, or at offsite locations as needed
- Willingness to work around animals and activities related to their care –including medical and surgery-related activities, basic care, cat trapping, and more.
- Possess a level of comfort with, or a willingness to learn, basic animal handling and interaction with cats and dogs, in addition to other species, who have a variety of behavioral and/or medical needs.
- Experience working or volunteering in animal welfare or areas related to other social issues is required.
- Ability to approach conversations and interactions with staff, peers, and clients about sensitive topics in a calm and collected manner with the desire to find mutually beneficial resolution through collaboration.
- Must be a creative problem solver and have a curiosity for exploring the data related to work activities.
- Excellent verbal and written communication, presentation, organizational, time management and problem-solving skills.

- Strong understanding and application of computer technology with proficient use of programs including Microsoft Office programs, email, Internet, database management and accounting software to efficiently accomplish work.
- Passion for the KC Pet Project's mission, supporting pet owners, and for caring for all animals regardless of age, breed, temperament or species.
- Ability to manage emotional aspect of work in an animal shelter and community environment in a positive professional manner
- Familiarity with Kansas City, MO or a willingness to spend time in the field learning about the community.
- Able to work some nights, weekends, and holidays
- Must be able to lift up to 50 pounds
- Possession of valid driver's license

Physical Requirements and Work Environment:

- Ability to lift 50 pounds unassisted regularly, 50+ pounds assisted.
- Ability to be comfortable working with cats, dogs, small animals, reptiles, fish and wildlife.
- Bilingual in English and Spanish preferred
- May encounter some high stress situations, ability to provide conflict resolution in the field.
- Ability to perform strenuous physical activity on a daily basis, including, but not limited to: lifting and carrying, reaching, stooping, standing, squatting and bending. Regularly moves about the facilities to coordinate work.
- Due to nature of shelter work, may be exposed to deceased, fractious, or aggressive animals; hostile or irate persons; zoonotic or other diseases; unpleasant noises, odors, or sights; and extreme temperatures.
- Consistently exposed to animals and animal allergens under conditions with limited alterations available.

KC Pet Project is a nonprofit organization that operates the Kansas City, MO animal shelter, caring for more than 10,000 pets a year.

***Please send cover letter and resume to Kimberly Washington, HR Specialist, at [Kimberly.Washington@kcpetproject.org](mailto:Kimberly.Washington@kcpetproject.org).***

*This job description is not intended to be an exhaustive list of all duties, responsibilities, skills, efforts or working conditions or qualifications associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise or to require that other or different tasks be performed when circumstances change, for example, emergencies, changes in personnel, workload, or technological breakdowns in departments.*