



**Position:** Transfer Coordinator

**Reports to:** Shelter Manager

**Status:** Full-time, hourly, non-exempt

**Location:** Primary: 1149 New Mill Drive, Chesapeake, VA 23322

Secondary: 312 Battlefield Blvd N., Chesapeake, VA 23320

### **Summary**

The Transfer Coordinator provides compassionate, high-quality care for companion animals in the custody of the Chesapeake Humane Society (CHS) in accordance with organizational standards and state code. The incumbent will participate and facilitate intake, daily care, medical needs, and adoption for pets in CHS's care and serve as primary coordinator for selecting, evaluating, and facilitating transfers with shelter partners. The Transfer Coordinator works in tandem with the Shelter Manager and other Coordinators to provide comprehensive animal care and shelter operations.

This position requires work on-site at the New Mill Drive location.

### **Duties and Responsibilities**

#### **Animal Care**

- Feed, water, and medicate animals as appropriate for their individual needs and adhere to CHS's cleaning and disinfecting protocols
- Perform behavior assessments as needed and place adoption restrictions if appropriate
- Execute and document progress in behavior modification, medical, and daily care plans
- Make recommendations to the Asilomar committee regarding humane euthanasia based on behavior findings and mental health of pets
- Execute and ensure routine animal vaccinations and preventative care are completed
- Complete animal intake and foster exams to include canines, felines, rabbits, birds, and other exotics
- Engage visitors in non-confrontational, educational conversations regarding animal care, surrender, sheltering policies, community resources, etc
- Assist with counseling applicants for the Crisis Boarding Program, perform assessments of the pets, and provide recommendations for candidacy and realistic length of stay to Shelter Manager when appropriate
- Counsel adopters, process adoption applications, and complete adoptions
- Respond to adopter concerns, forwarding to Shelter Manager as appropriate
- Assist Shelter Manager with compiling data, reports, and creating new SOPs as needed
- Participate in yearly reviews of SOPs under the direction of Shelter Manager and Medical Director

#### **Transfer Responsibilities**

- Select and evaluate animals and facilitate transfers with approved shelter partners and intake animals according to CHS's intake policy
- Select, facilitate, and monitor animals and populations at adoption partner locations (includes, but not limited to Pet Supplies Plus and Humane Ambassador Partners)
- Oversee adherence of the SOP: Van Transport Protocol to ensure safe transportation of animals and proper sanitizing procedures
- Assist the Shelter Manager with annual and regular vehicle inspections and maintenance

### **Supervisory Responsibilities**

- Supervise, train, and support Animal Care Volunteers
- Train and support Animal Care Attendants. Provide regular performance feedback to the Shelter Manager

### **Other Duties**

- Perform and assist with humane euthanasia as needed
- Clean and sanitize workspace, lobby, and break room as assigned
- Sort and properly store donated items
- Work cooperatively with all staff and volunteers to promote the CHS mission
- Participate in team meetings as needed
- Perform other duties as necessary

### **Skills and Educational Requirements**

- High school diploma or equivalent
- Three or more years experience working in an animal shelter, veterinary clinic, or closely related field
- Shelter medicine experience is preferred
- Experience managing other employees is preferred
- Proficient in basic mathematical calculations and professional oral and written communication
- Confidence using computer systems and learning new software
- The ability to distinguish which client inquiries are appropriate for his/her knowledge base
- The ability to provide quality customer service in a high-volume, stressful environment, including the ability to educate clients effectively in English
- Strong familiarity with animal care, handling, and behavior
- The ability to count currency
- Willingness to discuss euthanasia, open-admission sheltering, and surrender of pets in a non-judgmental, non-confrontational, fact-based manner
- The ability to express organizational standpoints when serving as a CHS representative
- The ability to handle confidential or sensitive information with discretion
- Ability to function well independently and as a team member
- Ability to mediate and problem solve in the moment
- VDACS euthanasia certified (or obtain within first six months of employment)

### **Physical and Time Demands**

- Flexible working hours including evenings, weekends, and holidays
- Ability to work in a fast-paced setting with distractions
- Ability to work in the presence of animals, wildlife, strong odors, and cleaning solutions
- Ability to stand, walk, bend, and lift and carry materials up to 50 lbs
- Ability to handle stress
- Valid driver's license, clean driving record, and reliable personal transportation
- Ability and willingness to drive the CHS animal transport van (Dodge Sprinter)

### **Salary and Benefits**

- \$16.00 - \$18.00/hr, commensurate with experience
- Medical, Dental, and Vision Insurance (full-time)
- Company Paid Life Insurance Policy (full-time)
- Simple IRA Plan with organization match
- Access to mental health resources (Insight Timer app, Compassion Fatigue training, and Trauma-Informed Care training)
- Paid Holidays (full-time)
- Personal Time-off

- Discounted clinic services and adoption fees
- Discounted retail items, pet prescriptions, and prescription foods

**To apply, submit cover letter, resume, and professional references to [Hiring@chesapeakehumane.org](mailto:Hiring@chesapeakehumane.org)  
Please include position title in the subject line: Transfer Coordinator**