



Shelter Admissions Coordinator

Job Description

Title	Admissions Coordinator
Department(s)	Medical
Reports to	Medical Manager

Job summary

The Admissions Coordinator is responsible for intake appointments, including both surrenders and transports. They are also responsible for providing patrons and the public with advice and education in support of IndyHumane's goals and mission. The ability to maintain professionalism, excellent communication skills, ability to work with a team to accomplish daily tasks and punctuality are essential for success in this position.

Summary of essential job functions

- Provide assistance or information to all patrons or transporters that come to the Admissions and Reclaim Center doors
- Intake of animals being surrendered or transferred to Indyhumane
- Entering all necessary information pertaining to the animal into Petpoint, our shelter data management system. This includes the surrendering party's information, micro-chip information, medical records, and behavior information.
- Taking photos of animals, uploading photos to Petpoint, and printing kennel cards upon intake
- Returning phone calls and emails received by the medical department
- Working alongside Indyhumane's medical and behavior teams to ensure that animals receive needed attention upon intake and placing the proper holds to ensure the animal's needs are met while they move smoothly through the shelter's process.
- Coordinating the intake schedule with the medical, feline behavior, and canine behavior teams
- Assist patrons or transporters with bringing animals and equipment into the building
- Return phone calls and emails pertaining to patrons wanting to surrender or return animals
- Schedule stray, owner surrender, transfers and return appointments on the Petpoint calendar while paying attention to the available kennel space and abiding by the most up to date intake protocol

Minimum requirements

- Availability Tuesday, Wednesday, Thursday, Friday, Saturday 10am to 6pm
- Must have a minimum of 1 year of experience in a Customer Service-related field and be able to demonstrate an ability to create a positive and professional environment for patrons and staff
- Must be proficient using a computer, including experience using Microsoft Office Suite, email, and ability to learn data management software such as PetPoint or other equivalent databases
- Ability to multi-task under pressure and work efficiently and effectively under time constraints.
- Ability to learn and follow protocols consistently, adapt to a constantly changing environment, and problem-solve. Must have a strong attention to detail
- Great interpersonal, communication, and time management skills are essential.
- Be able to navigate stressful situations that may require conflict resolution between employees and/or patrons
- Ability and initiative, working with minimal supervision and direction.
- Abilities to read, write and understand English are required. Spanish is a plus.
- Commitment to treating people and animals with respect, contributing to an effective team, and fostering public relations that benefit the shelter and its programs.
- Must be 18 years of age

- Possess a valid Indiana Driver's License

Abilities required

- Must be able to lift 50 pounds
- Must be able to walk, sit, stand, and lift for extended periods of time.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Additional information

HR use only	
Job code	
Generic title	
Pay grade	
Management? (Yes/No)	
E/NE status	
Last revised	