



# Marin Humane License Program Coordinator

Marin Humane is an equal opportunity, non-profit employer. Our mission is to transform lives through exceptional animal care, humane education, and advocacy. Every day, we inspire compassion and positive relationships between animals and people. Our Core Values are Dedication to Animals, Collaborative Spirit, Courage with Compassion, Pursuit of Learning, and Celebrating Differences.

**SUMMARY:** The License Program Coordinator is responsible for providing a high standard of customer service to members of the community while maintaining the Marin County dog licensing program and developing new strategies for increasing compliance and generating additional revenue from the sales of dog licenses. In addition, he/she is responsible for supervising all staff and volunteers within the License Program, as well as data entry processing of dog license information and other related program functions. The position also provides back-up assistance to front office Customer Service Representatives with phone calls, counter assistance, and dispatching calls to Animal Services Officers. He/she is accountable for accomplishing department goals, working collaboratively with internal and external stakeholders and supporting the mission, goals and philosophy of Marin Humane.

**ACCOUNTABILITY:** Director of Animal Services

**HOURS:** 40 hours/week

**SALARY:** \$20.07/hr to \$22.30/hr – Non Exempt

***Application filing deadline: Accepting internal and external applications/resumes through November 14, 2018***

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

### **STAFF SUPERVISION**

- Hire and train license program staff
- Provide yearly evaluation for staff within the license program including handling any disciplinary actions that may arise
- Recruit, supervise and train all volunteers within the program
- Develop talent and encourage new learning opportunities

### **MANAGE DOG LICENSE PROGRAM:**

- Provide leadership and final decision making within the program
- Provide monthly reports to the Finance Department
- Provide reports to the Department Director as requested
- Coordinate license promotion and sales activities with other departments

### **DOG LICENSE PROCESSING:**

- Enter all data accurately and in a timely manner
- Review license applications for accuracy and compliance with local rabies requirements
- Balance cash-out at the end of each day

*This job description reflects the assignment of essential functions, it does not prescribe or restrict the tasks that may be assigned. Marin Humane is an at-will employer.*

- Respond to calls from the public regarding licensing questions
- Provide front counter licensing assistance to the public

#### **GENERATE REVENUE:**

- Determine yearly license sales projections
- Review veterinarian records and send Notice of Vaccination letters
- Establish and implement additional revenue licensing sale opportunities
- Develop agency and organizational partnerships that encourage license sales
- Work with other departments to encourage compliance and sales
- Ensure Marin Humane website dog license is updated and efficient

#### **ASSIST IN DEPARTMENT BUDGET PROCESS:**

- Assist with establishing yearly budget objectives
- Track, order and maintain all licensing supplies

#### **CUSTOMER SERVICE**

- Understand, support, and articulate organization's policies and philosophies to the public in a positive and effective manner
- Promote and emulate exemplary customer service by providing courteous, prompt and responsive service to internal and external customers
- Fosters teamwork, creativity and a work culture aligned with Marin Humane mission and values
- Provide backup customer service to the Customer Service Representatives including answering phones, dispatching calls to officers, animal intake and other duties as needed

#### **SAFETY AND SECURITY**

- Be proficient at reading animal body language and act accordingly towards fearful or aggressive animals
- Must be committed to a high standard of safety and be willing and able to comply with all safety laws and all of the employer's safety policies and rules
- Must be willing to report safety violations as well as potential safety violations to appropriate supervisory or management personnel
- Maintain appropriate files and records as assigned
- Adhere to the files and records retention policies and procedures

#### **DESIRABLE QUALIFICATIONS:**

An ideal Candidate will possess the following knowledge, skills and abilities:

- Strong data entry skills
- Precision with numbers and attention to detail
- Basic computer literacy including Microsoft Outlook, Word and Excel
- Shelterbuddy software experience is helpful
- Good written and oral communication skills
- Ability to multi task in a busy, high profile, sometimes hectic and emotionally charged environment
- Ability to get along with many different personalities in a small office space
- Dependable with a strong work ethic

Possession of valid California drivers' license may be necessary

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## Pre-employment physical at Marin Humane's expense

**EDUCATION AND EXPERIENCE:** A typical way of gaining the necessary knowledge, skill and ability outlined above would be the equivalent to graduation from high school; One to two years' experience supervising staff and/or volunteers. Experience providing excellent customer service in a high volume, fast-paced and highly stressful environment; Experience working with animals, either personally or professionally preferred; Experience working with a two-way radio helpful; Possessing tools to reduce/maintain stress levels and regulate emotions and an outlet for stress management and self-care recommended.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee must occasionally lift, push, pull and/or move up to 50 pounds;
- While performing the duties of this job, the employee is regularly required to sit and talk or hear;
- The employee is occasionally required to stand; walk; reach with hands and arms and stoop, kneel, crouch, or crawl;
- The employee should have no known allergies to animals that would prevent him/her from performing the duties as required;
- This position involves a regular amount of repetitive motion of the hands & wrists;
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to focus. Color vision is also occasionally required;
- This position requires extended periods of time looking at a computer screen.
- The employee must be able to concentrate and perform job functions while being subject to disruptive surroundings.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is occasionally exposed to fumes, animal smells, airborne particles (including animal dander) and toxic or caustic chemicals;
- The noise level in the work environment can be loud and frequently chaotic, including dogs barking, multiple phone lines ringing, multiple conversations, and radio traffic;
- The employee may be exposed to traumatic experiences that may expose them to stress, compassion fatigue, and post-traumatic stress disorders;
- Willingness to work outside normal business hours.

## **BENEFITS:**

### **FULL-TIME EMPLOYEES (AT LEAST 30 HOURS/WEEK):**

- Medical/Vision Plan
  - Kaiser HMO
- Dental Plan
  - Includes Orthodontia for dependent children
- Domestic Partner Coverage Available (Medical and Dental plans)
- Life Insurance

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- Long Term Disability Insurance

**ALL REGULAR EMPLOYEES (AT LEAST 20 HOURS/WEEK):**

- Section 125 Cafeteria Plan
- Fitness Reimbursement Program
- Employee Assistance Program
- 403(b) Retirement Plan
- Paid Holiday
- Paid Vacation
- Sabbatical Leave

**ALL EMPLOYEES (INCLUDING PART-TIME AND TEMPORARY):**

- Paid Sick Leave

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**To apply, please use the following link and create an applicant account to complete application:**

<https://secure.saashr.com/ta/i.MHS.careers>

Marin Humane reserves the right, at any time with or without notice, to alter or change job responsibilities, reassign or transfer employees, or assign additional job responsibilities.

This job description does not constitute a written or implied contract of employment. Marin Humane is an equal opportunity employer.

**ACKNOWLEDGEMENT & RECEIPT:**

I acknowledge that I have received, read, and sought clarification of any questions I have about the content of this job description.

PRINT NAME

SIGNATURE

DATE

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