



Interested in joining a dynamic team working to help people and pets in our community? Join the HOV team!

Job Title: Animal Services Coordinator	Department: Operations
Status: Full-Time / Exempt	Salary Range: \$50,000 - \$56,000 DOE
Benefits Eligible: Yes	Posting Created: August 19, 2026
Hours: 40 Hours / 5 Days per week - Holidays and one weekend day per week required. Must be willing to be on-call for after-hours foster support & emergencies.	

Position Summary: Responsible for overseeing all aspects of the foster, spay/neuter assistance, and off-site adoption programs in a manner that meets HOV standards at all times. After-hours availability is required.

The Animal Services Coordinator works closely with animal care staff, behavior staff, vet clinic staff, foster volunteers, and pet guardians, and must act as part of a harmonious team. Additional duties will be assigned as needed to meet the needs of HOV at the discretion of the Operations Director (OD).

This position reports to the Operations Director.

Essential Duties & Responsibilities: To perform this job successfully, an individual must be able to perform each essential duty and task satisfactorily. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential duties.

Foster Program

- Recruits, orients, trains, supervises and provides ongoing support for HOV foster homes.
- Works with the behavior, animal care and medical teams to determine animals needing foster placement.
- Ensures puppies and kittens are placed in foster in a timely manner.
- Coordinates foster placement, pick up and return with appropriately trained foster homes.
- Available after hours for foster support and emergencies.

- Maintains an inventory of foster supplies and prepares animals and supplies for foster pick up.
- Maintains a positive relationship with fosters to ensure retention.
- Educates and provides counseling to fosters through medical or behavioral concerns and offers encouragement and comfort at the loss of a foster animal.
- Tracks foster animal vaccine schedule and sends reminders to fosters.
- Communicates foster returns to animal care and front desk teams.
- Coordinates with the vet clinic to schedule foster animals' surgery and medical concern appointments.
- Maintains accurate records in PetPoint and ensures foster paperwork is completed in a timely manner.
- Plans events to support the foster program and show gratitude to HOV fosters.
- Makes quality of life euthanasia decisions and performs euthanasia for after-hours emergencies.
- Provides mentorship to other shelters and rescues to help develop or improve their foster program.

SNAP (Spay & Neuter Assistance Program)

- Reviews and approves SNAP applications; manages waiting lists
- Coordinates with the vet clinic to schedule animals for feline and canine SNAP clinics.
- Acts as the contact for checking-in and releasing SNAP animals on clinic days.
- Maintains accurate records of SNAP clinics in PetPoint.
- Collects fees for additional SNAP services such as vaccines, deworming, microchipping, donations, etc.
- Trains, schedules, and supervises SNAP volunteers.
- Provides education to community members and local businesses on SNAP.

Offsite Adoption Programs

- Oversees all aspects of offsite adoption programs, including PetsMart.
- Recruits and trains volunteers for daily cat care at offsite locations.
- Selects appropriate animals for offsite programs and transports animals to/from offsite locations.

Shelter Operations

- Maintains positive customer relations and public visibility and acts as a professional ambassador for all public interfaces in a manner upholding the mission and goals of HOV.
- Assists with daily animal care as needed.

Social Media

- In collaboration with the social media team, develops promotional materials for social media as needed.

Qualifications & Requirements: The requirements listed below are representative of the knowledge, skills, and ability required.

- Certified Euthanasia License (To be obtained at first available training.)
- Highly organized and detail oriented
- Available for after-hours foster support and emergencies
- Clear and professional communication skills, both oral and written, especially in relation to customer service
- Must be able to stand and walk for long periods of time
- Must be able to lift a minimum of 50lbs
- Must be able to work outside in all types of weather
- Must be able to work comfortably with dogs and cats of all breeds, ages and temperaments
- Must be willing to work holidays and weekends
- Must maintain an ongoing commitment to the mission, vision, policies and goals of HOV.

Special Machines, Tools and Equipment Used: Computers, standard office equipment, industrial washer and dryer, shelter vehicle, hose-end foamers, general cleaning equipment

To Apply: Visit our website at <https://www.heartofthevalleyshelter.org/about-us/#Employment> to complete our online application. To be considered as a candidate for this position, an online application must be submitted.

I understand this job description is intended to only provide an overview of the job responsibilities and requirements. It is not intended to be construed as an all-inclusive list of duties, skills, and abilities. Additional job duties and requirements may be assigned by supervisors as necessary. This job description does not represent an expressed or implied contract of employment, and Heart of the Valley reserves the right to change this job description and/or assign tasks as the needs of the organization dictate.

Printed Name: _____

Signature: _____

Date: _____