



Volunteer Job Description

Title: Intake Coordinator

Reports to: President, Board of Directors

Purpose of Position: The Intake coordinator is in charge of managing any calls into the intake line, and monitoring the intake email account. Responds to emails and phone calls of owners, other rescues, and county shelters wanting to surrender dogs to Boston rescue. The Intake Coordinator also consults with the President and Board regarding intakes and also passes on information and intake records to the appropriate Case Manager as well.

Duties and Responsibilities:

- Acts as a liaison between County or City animal control shelters and the President or Board when a dog is at one of these shelters and needs to be taken in by the rescue
- Be on-call to incoming phone calls and messages coming into rescue's intake telephone line and email from owners considering surrender
- Counsel owners who contact intake potential solutions they are facing that may not result in a surrender such as community medical grants, behavior training resources, etc.
- Relay Rescuegroups surrender form links to owners requesting surrender as their only option along with requesting a picture of the animal
- Inform surrenderers rescue's needs regarding veterinary records, a quart baggie of food, etc. on intake
- Coordinate transport and foster placements with Case Managers for each situation
- Approve hospital visits for medical emergencies upon intake as required for the welfare of the animal
- Upload any paperwork into Rescuegroups or forward it to the appropriate Case Manager

Qualifications:

- Minimum of two years of AZBTR experience as a foster parent or volunteer coordinator making a definitive contribution to rescue operations and/or activities
- Excellent communication skills with a keen eye for detail and an ability to quickly take action and make decisions as unexpected situations arise.
- Demonstrated ability to comprehend software and systems use (e.g. Microsoft Office, Google Drive and RescueGroups.org) and follow AZBTR processes
- As a member of the AZBTR Leadership Team, willingness to be readily available to coordinate with Case Managers, prospective Foster Homes, and other AZBTR Leaders and volunteers in order to promptly place incoming animals into a Foster home

Training Requirements:

- Google Drive: accessing forms and folders and saving completed files to the shared drive
- Rescuegroups.org: reviewing submitted forms, creating and assigning forms to other coordinators/volunteers, animal records, uploading appropriate documentation and forms to animal and/or contact records
- Overview of rescue Intake Procedures from individuals, other rescues, and County or City Shelters
- Overview of rescue Policy Regarding Foster Animals and Information for Volunteers-Diseases from Dogs
- Orientation to rescue forms applicable to different types of surrenders and foster placements

Time Commitment:

- 2 to 6 hours a month, depending upon intake rate

Volunteer Benefits:

- Helping homeless Boston Terriers find their forever homes
- Working with foster families and AZBTR Leaders
- Opportunities to attend AZBTR events
- Making a difference in the community

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