



Volunteer Position: Intakes Coordinator

Pawsitive Match Rescue Foundation is run entirely by volunteers. The Intakes Coordinator works closely with the Shelter Director, Medical Director and other board members/coordinators responsible for the intake of animals into PMRF care. This role works in a small team of 2-3 people to respond to requests by owners to surrender their animals, manage and administer the return of animals to PMRF care, and coordinate with other PMRF teams (e.g., Transport) as required.

Experience / Qualifications

- Familiarity with animal rescue and intake considerations is an asset.
- Familiarity with Google Workspace and Animal Shelter Management (ASM) software is an asset.
- Excellent communication skills; ability to communicate via email in a friendly, professional and empathetic manner.
- Works well within a team.
- Ability to check emails and WhatsApp chat at least daily.
- Willingness to learn new processes, technology and learn about the sources of intake for the rescue and intake philosophy.
- Ability to balance empathy for the circumstances of owners while still managing and administering the process in accordance with Intake policies and procedures - i.e., accepting that we can't help them all.

Key tasks include:

- Checking the intakes email account throughout the day and responding appropriately to emails.
- Determining whether requests for surrender fall into a category that we are currently unable to accept into care and communicating such decline to owners or forwarding such requests to the intake team for a vote.
- Diarising follow up communications with owners, as required, in order to efficiently complete the intake process for surrenders/returns.
- Sending surrender questionnaires to owners and following up where further information is required and coordinating with other PMRF teams, as needed.



- Coordinating with shelter and foster teams, as appropriate, prior to bringing an animal into care.
- Responding in a timely manner to urgent return requests.
- Sending surrender forms to owners and ensuring that the forms and all appropriate information is uploaded to ASM.
- Support the transportation and delivery of new intakes (both dogs and cats) by, where possible, meeting transporters at our shelter facility and coordinating animals that need to go to foster and settling those that are staying at the shelter.
- Timely record relevant information in ASM - includes surrendering owner information, dog/cat information, entry details, date of entry, date of birth and other entry notes.

This is an online based volunteer role that requires regular access to a computer and mobile phone. Training will be provided.

Average time required: 7-15 hours per week, variable

To apply for this volunteer position, please email your interest to Intakes@pawsitivematch.org. If you are not currently a volunteer with Pawsitive Match Rescue Foundation, please also fill out a volunteer application here: <https://pawsitivematch.org/volunteer/>.