



Pawsitive Match Rescue Foundation

INTAKES COORDINATOR

The Role

Location	Remote, On-Site	Reports To (Primary)	Shelter Director
Weekly Time Commitment	7-15 hrs, variable	Reports To (Secondary)	Foster Director Medical Director

The Intakes Coordinator works closely with the Foster Director, Shelter Director, Medical Director, and other board members and coordinators responsible for managing the intake of animals into Pawsitive Match care. This role is part of a small team (2-3 people) that responds to owner surrender requests, manages the return of animals to Pawsitive Match, and coordinates with other teams (e.g., shelter, transport) as needed.

The Responsibilities

- Monitor the intakes email account throughout the day and respond promptly and appropriately.
- Determine whether surrender requests fall under a category that the rescue is currently unable to accept and communicate decisions to owners.
- Forward eligible surrender requests to the intake team for a vote when required.
- Schedule and follow up on communications with owners to ensure an efficient intake process.
- Send and upload surrender forms and questionnaires, following up when additional information is required.
- Coordinate with the shelter and foster teams before bringing an animal into care.
- Assist with transporting and delivering new intakes (both dogs and cats), including:
 - Meeting transporters at the shelter facility when necessary.



Pawsitive Match Rescue Foundation

INTAKES COORDINATOR

- Coordinating placement for animals going to foster care or settling those staying at the shelter.
- Record all relevant intake information in the Animal Shelter Manager (ASM) system, including owner details, animal details, entry dates, birthdates, and intake notes.

The Person

- A community member in good standing.
- Familiarity with animal rescue and intake processes is an asset.
- Strong written communication skills, with the ability to communicate professionally, empathetically, and efficiently via email.
- Able to check emails and WhatsApp chats daily.
- Willingness to learn new processes and technologies, as well as intake sources and philosophies.
- Ability to balance empathy for surrendering owners while ensuring intake policies and procedures are followed—understanding that the rescue cannot accommodate all requests.

Experience & Qualifications

- Proficiency with Google Workspace and Animal Shelter Management (ASM) software is an asset.
- Ability to work independently while collaborating effectively within a team.
- Animal Related Skills - Dog/Cat Behavioural Assessment and Training is an asset.
- Administrative Skills - Computer Skills (Intermediate+) is an asset.
- Professional Writing Skills/Experience is an asset
- Public Relations & Community Engagement Skills/Experience is an asset.