



Job Description: Program Support Associate

About Us: The Aggieland Humane Society provides humane care and placement for homeless and abandoned animals, promotes the human-animal bond, and promotes responsible pet ownership to enhance the quality of life for the people and animals in our community. Our vision is to become a leader among animal welfare organizations. We offer progressive, lifesaving programs and services, including animal sheltering, community spay/neuter, TNR, animal transfers, foster care, outreach events, volunteering, community food pantry, and more. Aggieland Humane Society is the municipally contracted animal shelter for the City of College Station and for Brazos County.

Position Specifics:

Title: Program Support Associate

Reports to: Animal Placement Manager, Executive Director

Status: Full-Time, Non-Exempt

Compensation: \$15.50-16.00/hour

Description: Support strategic initiatives throughout various departments within Aggieland Humane Society to bolster the lifesaving impact within the community. This position will serve as the operational backbone of programs during peak seasons, being a fluid member of the organization. The programs include but are not limited to foster care, owner surrenders, licensing, development, transfers, and others as directed.

General Duties:

- Follow protocols and standards of care set forth by the Aggieland Humane Society.
- Ensure the success of the lifesaving in-house programs, especially the foster care program, by following the directives of the Animal Placement Manager. Serve as a point of contact for foster parents and give support to provide a positive experience and successful pathway planning.
- Engage and assist stakeholders of the mission, including but not limited to foster parents, volunteers, board members, donors, and others as directed.
- During year-end giving season and other periods as directed, assist the Development team with data entry and donor recognition.
- During the fiscal year-end season, provide additional support to the pet licensing team with data entry.
- Remain flexible and present a commitment to adaptability to best serve the evolving needs of the organization and the pets served within our programming.
- Perform other duties as assigned.

Technical Duties:

- Perform tasks regarding animal intake, outcomes, foster care, development, and other community programs upon development.
- Provide compassionate and ethical care to all people and animals in need.
- Diffuse difficult situations, often in high-stress situations, with thoughtful rationale and discretion.

Requirements:

- High school diploma or equivalent.
- 1+ year of animal care or veterinary medicine experience.
- 1+ year of customer service, reception, or similar experience.
- Proficient in the English language.

Preferences:

- Associate's degree in a related field of study.
- Bilingual English/Spanish, conversation-level competency.
- 1+ year of animal welfare experience.
- 1+ year of non-profit experience.

Other:

- Ability to handle the stress and fatigue of animal sheltering operations required; ability to prioritize one's mental health strongly encouraged.
- Ability to lead a team and work as a team member to promote the mission and vision of Aggieland Humane Society, encouraging positive and impactful work within the community.
- Excellent communication and interpersonal skills are required.
- Advanced computer skills and ability to learn shelter management software.
- Must obtain Texas Euthanasia Performer Certification within 6 months of hire.

To Apply: Please submit your application and resume to Cari Cole-Menefee, Animal Placement Manager: intake@aggielandhumane.org.