



PET PALS COORDINATOR JOB DESCRIPTION

POSITION DETAILS

Make a meaningful difference in the lives of Central Oregon's older adults and their pets by joining our Pet Pals team. The Council on Aging of Central Oregon is seeking a Pet Pals Coordinator to lead this vital program. In this role, you will oversee daily operations, coordinate volunteers and community partnerships, and manage the data and evaluation that keep services running smoothly. This position is ideal for someone organized, collaborative, and resourceful, who is passionate about caring for both people and the animals they love.

HOURS

20 hours/week. One Saturday morning per month is required.

COMPENSATION

The salary for this position is between \$23-24 per hour depending on experience. There is a 5% pay differential for bilingual candidates. Council on Aging offers a complete benefits package, including health, dental and vision care, a 403(B) retirement plan, generous paid time off, an Employee Assistance Program, and more.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

Volunteer Management

- Onboard, train, coordinate and schedule volunteers for deliveries and transportation
- Manage day-to-day volunteer activities and provide ongoing support
- Work closely with the Volunteer Department to recruit, recognize, and retain volunteers
- Fill open volunteer shifts as needed

Client Services

- Serve as the primary point of contact for Pet Pals clients
- Coordinate client onboarding and ongoing support with the Client Services team
- Respond to client questions and resolve service issues in a timely manner
- Maintain a high level of professionalism and confidentiality with clients and client records



Operations & Program Coordination

- Maintain accurate databases for clients, pets, services, and orders
- Build and manage partnerships with community partners
- Coordinate program needs with internal teams, including Volunteer and Nutrition departments
- Assist with veterinary care coordination
- Provide on-site supervision of volunteers and program activities
- Represent Pet Pals and the Council on Aging at meetings, events, and community outreach opportunities
- Gather photos and videos to support storytelling and outreach efforts

Pet Food & Supply Coordination

- Manage ordering, tracking, and distribution of pet food and supplies
- Oversee inventory and coordinate donations
- Assist with pick-up and delivery as needed

Data & Evaluation

- Track services and program outcomes
- Implement and maintain regular evaluation processes to assess program effectiveness
- Assist with program budgeting and grant writing

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- High school diploma or two or more years of office, program coordination, or volunteer management experience; or equivalent combination of education and experience
- Experience training, supervising, or coordinating volunteers or staff
- Strong interpersonal and communication skills with clients, volunteers, and community partners
- Ability to delegate tasks, manage workflow, and solve problems independently
- Excellent organizational, planning, and prioritization skills
- Ability to manage time effectively and adapt in a fast-paced environment
- Proficiency in MS Office, database management, and basic office technology
- Ability to maintain confidentiality and professionalism with client information
- Flexibility to support a variety of program needs, including food/supply distribution and veterinary coordination
- Bi-lingual skills are a plus



PHYSICAL DEMANDS AND WORK ENVIRONMENT

- This work requires the following physical abilities: climbing, bending, kneeling, twisting, reaching, standing, sitting, walking, lifting, carrying and relocating 50lbs
- Vision abilities required include close vision, distance vision, and ability to adjust focus
- Finger dexterity for activities such as typing
- Be able to work in a standing position for long periods of time (up to 4 hours)

TO APPLY

Please send your resume and cover letter to Emma Fried-Cassorla, Director of Communications and Programs, efriedcassorla@councilonaging.org.