



pasadena humane society & spca

Outreach Associate

FSLA Classification
Full Time, Non-Exempt

REPORTS TO: Director of Outreach

DIVISION: Communications

DEPARTMENT: Outreach

PROGRAM: Outreach

JOB DESCRIPTION

Summary/Objective

Engage with the community both on and off site in order to promote Pasadena Humane Society & SPCA's (PHS) programs, services, mission, vision and values.

Supervisory Responsibilities: None

Job Duties and Responsibilities:

- Work with different departments to help prepare for and host on and off-site PHS community events.
- Host tables and conduct tours on behalf of PHS.
- Represent PHS at outside meetings, act as a liaison with other organizations and contractors/partners as needed. Speak publically about PHS and give presentations.
- Assist Humane Education (HE) Coordinator with HE workshops and events, including but not limited to: adult workshops, Kids for Animals Club meetings, Sunday Morning Helpers, school presentations, and kid's community engagement activities.
- Assist Critter Camp Lead Counselor with summer camp planning, activities and supervision.
- Ensure a positive, educational approach to customer service with a goal of educating the public and keeping animals in homes as appropriate. Promote positive relations with the general public, volunteers and staff while promoting the Society's programs, policies and philosophies. Address customer complaints.
- Uphold Pasadena Humane Society's mission and contribute to building a culture of philanthropy.
- Ensure a safe working environment and actively participate in PHS safety programs.
- Participate as needed in special department projects.



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- Work as a team member with other departmental managers.
- Perform other duties as assigned.

Requirements and Qualifications

- Must interact positively with supervisor, management, coworkers, volunteers, and the public to promote a team effort and maintain a positive and professional approach.
- Must come to work regularly and on time, follow directions, take criticism, get along with coworkers and supervisors, treat coworkers, supervisory staff, members and guests with respect, courtesy, and refrain from abusive, insubordinate and/or violent behavior.
- Must be able to work independently with minimal supervision.
- Must have valid driver's license with a satisfactory driving record.

Skills and Qualifications

- Well-developed interpersonal, public speaking, and communication skills
- Excellent time management, multi-tasking and organizational skills
- Event planning experience
- High competency in a variety of computer applications including Microsoft Office Suite and email
- Strong sense of professional judgment and ability to maintain confidentiality
- Ability to perform multiple tasks and manage several projects simultaneously
- Ability to lift up to 50 pounds

Work Schedule

- Work hours will vary, evening and weekend event participation and/or presentations will be required

WORKING CONDITIONS

- Fast-paced environment. Employees are exposed to numerous animals (live and deceased), including those with uncertain dispositions. They are required to act in a safe and responsible manner.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms, climb or balance, stoop kneel, crouch, crawl; talk or hear and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

The Pasadena Humane Society and SPCA is an Equal Opportunity Employer. It is our policy not to engage in discrimination against any individual, or harassment of any



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person seeking employment with our organization on the basis of race, color, national origin, religion, sex, gender identity, pregnancy, physical or mental disability, medical condition, ancestry, marital status, age, sexual orientation, citizenship, genetic information or status as a covered veteran including those with criminal histories, in a manner consistent with the requirements of applicable state and local laws. This policy applies to all employment practices, including recruitment, selection, promotion, transfer, merit increase, salary, training and development, demotion, and separation. This policy is intended to be consistent with the provisions of applicable State and Federal laws. Federal law requires proof of citizenship or "alien right-to-work" status. PHS maintains a drugfree workplace and performs pre-employment substance abuse testing.