

Lee County Humane Society

Job Description

TITLE: Programs Assistant
REPORTS TO: Shelter Director
FSLA DESIGNATION: Non-Exempt
ADOPTION DATE: March 2017

GENERAL JOB DESCRIPTION:

This position is responsible for developing and maintaining administrative systems to ensure the smooth running of the organization as a whole and directly serves the organization's management staff. In addition, this position is responsible for customer and social media relations.

QUALIFICATIONS:

- High School Diploma/ Bachelor Degree preferred.
- One year experience or equivalent in an administrative support function.
- Basic knowledge and understanding of office equipment such as fax, copier, printers, etc.
- Proficiency in computer software programs relevant to this job description such as Word, Excel, PowerPoint and Hootsuite.
- Knowledge of e-Tapestry and/or Pet Point.
- Social media (primarily Facebook, Instagram, and Twitter) marketing skills
- Website maintenance

DUTIES:

- Create social media promotions using Facebook, Twitter, and Instagram and schedule them via Hootsuite.
- Maintain design and changes of the LCHS website.
- Provide support for office equipment including phones, copiers, printers, fax, etc.
- Provide expert support for various software programs including those contained in Microsoft Office Suite, Pet Point, e-Tapestry, etc.
- Enter and prepare donor reports and thank you letters using Etapestry and PayPal.
- Support Outreach & Development Coordinator and Outreach & Development Committee with major community events and programs using social media and other public relations activities, as well as participation in the planning, execution, and participation in major community events.
- Support all LCHS programs using social media and other public relation activities.
- Supervise social media and administrative interns.
- Assist managers with customer service relations.
- Model punctual, regular and reliable attendance.
- Completes required reports by established deadlines.
- Attends meetings, conferences, workshops, and training sessions.

- Conducts Pet of the Week radio spotlights.
- Performs other duties assigned.

BASIC ABILITIES/PERSONAL QUALITIES REQUIRED TO SUCCESSFULLY PERFORMING THIS JOB:

- A love of animals and people.
- Possession of or ability to readily obtain a valid driver's licenses for the type of vehicle or equipment operated.
- Ability to lift 50 pounds, and stand, walk, sit, stoop, kneel, or crouch.
- Desire to learn new skills and be open to new ideas.
- Ability to communicate clearly orally and in writing.
- Knowledge of the safe and humane use of animal handling equipment.

APPROVALS

Shelter Director: _____

Date: _____