



Friends of Oakland Animal Services

Job Title:	Bilingual Adoption Program Assistant (Spanish/English)
General Purpose:	<p>Under general supervision, this role is responsible to support the Adoption Coordinators by facilitating on-site and off-site adoptions for animals from Oakland Animal Services (OAS). Since 2020, OAS has made great strides in removing barriers to adoption, improving the experience of potential adopters, and increasing lifesaving. The adoption rate for dogs and cats has tripled since that time.</p> <p>The ideal candidate will be highly organized, flexible and able to work well in a fast-paced team environment.</p> <p>Adoptions are done primarily on-site during open adoption hours, currently four days per week, which are supported by staff and highly committed volunteers. One goal for this role is to build the capacity of volunteers, so that we can increase open adoption hours to seven days per week. With approximately 40% of OAS dogs in foster care, the Adoption Program Assistant will also be tasked with supporting the adoption program for foster dogs to better engage foster volunteers in the marketing and adoption process.</p> <p>In recent years, OAS has introduced equity focused shelter-intake and community-serving programs, such as providing access to veterinary care, to help keep animals with their families. Through support from Friends of Oakland Animal Services (FOAS), OAS has created an Outcome Team, made up of the Foster, Adoption, Transfer and Behavior Coordinators, to focus on placing animals and reducing length of stay.</p>
About FOAS:	<p>Friends of Oakland Animal Services (FOAS) was founded in 2005 to support OAS. The mission of FOAS is to provide homes, health, and happiness to Oakland’s animals in need. The primary focus of FOAS is to fund programs and activities at Oakland Animal Services that improve services to the people and animals of Oakland beyond the typical expectations of a municipal, open admission shelter.</p> <p>The Bilingual Adoption Program Assistant is a FOAS employee who works at Oakland Animal Services in coordination with OAS (City of Oakland) staff.</p>
Location:	<p>Oakland Animal Services 1101 29th Ave, Oakland, CA 94601</p>
Job Classification:	Full time, hourly, non-exempt position
Reports to:	<p>FOAS Executive Director for employment matters OAS Director or their designee for daily job operational needs</p>
To Apply:	Please email resume and cover letter to info@oaklandsanimals.org
Job Description	
<p>Job Duties and Responsibilities</p> <ul style="list-style-type: none"> • Support the Adoption Coordinators in the implementation of the OAS adoption program for dogs, cats, rabbits and other small animals • Support the Adoption Coordinators in addressing pain points and bottlenecks in the adoption process • Oversee set up and breakdown of check in and match making stations for open adoption hours and check in with adoption volunteers at start of adoption hours 	

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- Ensure all materials for matchmaking and the adoption process are current and available to volunteers during open adoption hours
- Serve as the point of contact for volunteers during open adoption hours, ensuring all roles are filled and stepping in where needed
- Ensure staff and volunteers involved in the adoption process utilize all available information about an animal (e.g. observations from previous owner, staff, volunteers, etc.) so they can match adopters with suitable animals, and provide adopters with all known information about the animal they are adopting
- Serve as the point of contact for volunteer match makers, providing support where needed
- As needed, provide matchmaking and adoption counseling services to potential adopters, directly or by connecting them with volunteers
- Assist in facilitating bilingual adoptions by providing support and resources to Spanish-speaking adopters, ensuring they receive all necessary information and assistance throughout the adoption process
- Assist with marketing and promotion of adoptable animals, especially harder-to-place animals and foster animals
- Assist the Adoption Coordinators to provide training and support to shelter and foster volunteers who are involved in the adoption process
- Support staff and volunteers in more challenging adoption situations by interacting directly with the potential adopters to resolve any concerns, alerting OAS staff when appropriate
- Follow up with potential adopters who didn't find the right match when a suitable animal becomes available
- Assist in coordinating off-site adoption events and facilitating adoptions at these events
- Ensure adopters are receiving all adoption handouts and other documents as needed
- Refill supply of adoption-related documents as needed and ensure multilingual materials are visible and accessible for everyone
- Participate in training sessions focused on safe animal handling techniques to ensure the well-being of both animals and adopters during the adoption process
- Communicate regularly with the Adoption Coordinators to identify program challenges to be addressed
- Regularly engage on the volunteer community board
- Other duties as assigned

Qualifications and Education Requirements

- Associates degree or equivalent from an accredited college or technical school preferred
- Experience as an adoption counselor and with providing post adoption support preferred
- Ability to work with dogs with behavioral challenges preferred
- Familiarity with harder-to-place dogs and cats preferred
- Familiarity by training or experience with basic animal care such as handling animals, vaccination, deworming, weighing and giving medications
- One year of experience working or volunteering with an animal care, rescue, or shelter
- Valid Driver's License preferred

Required Knowledge, Skills and Abilities

- Commitment to the mission, goals and success of Oakland Animal Services
- Knowledge of basic animal health care and safe animal handling practices
- Strong computer skills, including Microsoft Office and database systems
- Ability to establish and maintain effective and cooperative working relations with the public, other employees and volunteers



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- Flexibility, adaptability, aptitude for effectively prioritizing multiple tasks and a strong work ethic
- Ability to recognize symptoms of common animal diseases; ability to lift and handle cats, and interact safely with dogs preferred
- Bilingual, English/Spanish

Working Conditions

- Primary work location in an animal shelter environment
- Exposure to loud noises in the kennel areas
- Potential for exposure to animal feces, blood, and zoonotic diseases
- Potential for exposure to animal bites and scratches
- Must be able to work a flexible schedule which may include evenings and weekends
- Must be able to tolerate the emotional aspect of work in an animal shelter environment, including the use of euthanasia

Compensation

- Starts at \$27.50/hour; thirteen select paid holidays, plus accrued vacation and sick time based on hours worked. Partial health benefits and 401k retirement plan also offered.