



## Charlottesville-Albemarle SPCA Job Description

**Position:** Pet Retention Service Coordinator  
**Job Status:** Non-Exempt  
**Reports to:** Animal Care Manager  
**Revision Date:** 5/21/2026

### Job Summary

The Pet Retention Services Coordinator serves as the primary point of contact for pet owners seeking surrender assistance and works proactively to keep pets safely in their homes whenever possible. This position provides compassionate case management, assesses barriers contributing to potential pet surrender, and develops individualized support plans by connecting owners with internal programs and community resources. The Coordinator manages retention cases from intake through resolution, coordinates direct assistance efforts, builds community partnerships, researches funding opportunities, and tracks program outcomes to support long-term program success. This role requires strong problem-solving skills, empathy, creativity, and the ability to manage multiple priorities while delivering exceptional customer service and advancing the organization's mission of keeping pets and families together whenever safely possible.

### Essential Duties / Responsibilities:

- Monitors and responds promptly to all owner surrender requests received via phone, email, intake forms, online submissions, and other channels.
- Conducts thorough intake assessments to identify the reasons owners are considering surrender (financial, housing, behavioral, medical, or other challenges).
- Serves as the primary case manager for each retention case, developing individualized plans and coordinating support with the Intake Coordinator, Clinic Services Coordinator, and Director of Operations.
- Triage cases and connects owners to internal resources including the pet food pantry, vaccine clinics, compassionate care clinics, and the pet retention fund (pet deposits, boarding fees, medical needs, etc.).
- Builds and maintains community partnerships with vendors and service providers to secure reduced or donated services and supplies for pet owners in need.
- Coordinates pet food pantry deliveries and other direct assistance as required.
- Reviews Toucan Fund applications, determines eligibility, and approves or coordinates assistance.

- Researches, prepares, and submits grant applications to support the long-term funding, stability, and growth of the pet retention program.
- Follows up with owners to monitor progress, evaluate effectiveness of assistance, and provide additional support as needs evolve.
- Thinks creatively to identify non-traditional solutions that address root causes of potential surrender and help keep pets in their homes.
- Maintains accurate, detailed case notes, outcomes, and data in the shelter database according to established protocols.
- Tracks program metrics, retention success rates, and reports on impact to leadership.
- Educates pet owners on available resources, responsible pet ownership, and surrender prevention strategies.
- Provides prompt and exceptional customer service with clear, compassionate communication across all platforms (in person, phone, email).
- Works cooperatively with all departments, staff, and volunteers while maintaining a positive and mission-focused attitude under pressure.
- Performs other duties as assigned by the Director of Operations.

### **Physical Requirements and Work Environment**

- Ability to lift and transport materials weighing up to 30 pounds (pet food and supplies for pantry deliveries).
- Must have a valid Virginia Driver's License and be comfortable driving personal or organizational vehicles for local deliveries and resource pickups.
- Ability to sit for extended periods while handling case management, documentation, and grant writing.
- Must be able to get along well with a variety of people and handle sensitive, emotional, and confidential situations with professionalism and empathy.
- Exposure to animals and animal allergens when meeting with owners or assisting with deliveries (limited).
- Subject to occasional evening or weekend hours for urgent surrender cases.

### **Qualifications:**

- Associate's Degree preferred (or equivalent combination of education and experience).
- Previous experience in case management, customer service, social work, animal welfare, or nonprofit settings strongly preferred.
- Experience building community partnerships and/or writing grant applications is a plus.
- In-depth knowledge of customer service principles and practices required.
- Strong problem-solving skills with the ability to think creatively and manage multiple cases simultaneously.
- Excellent written and verbal communication skills with a professional, empathetic manner.
- Highly motivated self-starter who is also a collaborative team player.
- Proficiency with Microsoft Office, shelter databases/CRM systems, and record-keeping.
- Passion for animal welfare and commitment to pet retention whenever safe and possible.

- Bilingual (English/Spanish) preferred.

**Job Type:** Full-time

**Pay:** From \$20.00 per hour (commensurate with experience)

**Benefits:**

- 401(k) matching
- Dental insurance
- Employee assistance program
- Employee discount
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Parental leave
- Professional development assistance
- Tuition reimbursement
- Vision insurance