

PILOT for Pets



Position	Follow Up Coordinator
Primary Objective	The PILOT follow-up coordinator is responsible for reaching out to receiving organizations after they have received a dog from the PILOT program to gather anecdotes, stories, photos or other information the receiving organization can provide about the dogs.
Weekly Time Commitment	2-3 hours
More Details	Shift schedule is flexible. Will occasionally need to be available via phone or email during operating hours of animal control facilities and shelters/rescues, generally Monday-Friday during normal business hours. Weekend and evening hours are available.
Responsibilities	<ul style="list-style-type: none"> • Contacts receiving organizations at regular intervals after a PILOT transfer • Gathers placement status, anecdotes, stories, photos or other information the receiving organization can provide about PILOT dogs after transfer • Solicits feedback from receiving organizations about their experience with the PILOT program. Uses PILOT's follow up questionnaire as a guide for gathering this information • Exhibits a positive attitude and exercises patience in working with receiving organizations; should understand the limited time and staff resources available to the organizations they will be reaching out to • Uploads the results to the PILOT database and coordinates with the PILOT web administrator to update the site's "Happy Endings" page • Assures that receiving organizations have materials promoting the PILOT program to adopters • Reports to the case manager
Qualifications	<ul style="list-style-type: none"> ✓ Excellent oral and written communication skills ✓ Excellent interpersonal skills and ability to work well with a wide variety of people ✓ General knowledge about MA animal welfare community a plus ✓ Experience with basic photo editing a plus ✓ Ability to handle confidential information in a professional and responsible manner ✓ Access to Internet, phone, and email ✓ All volunteers are expected to act in a professional manner when representing PILOT and when dealing with volunteers, animal control or shelter and rescue organizations, in order to benefit the animals to the greatest degree
Training Requirements	<p>All volunteers are required to:</p> <ul style="list-style-type: none"> ✓ Read the volunteer handbook in its entirety ✓ Review the volunteer orientation slideshow ✓ Refer any questions to the case manager or the volunteer coordinator <p>In addition, the follow up coordinator is required to:</p> <ul style="list-style-type: none"> ✓ Work with the case manager to become familiar with the responsibilities of the follow up coordinator ✓ Complete training on the PILOT database ✓ Work with the case manager and case workers to familiarize themselves with receiving organizations and the appropriate staff with which to coordinate follow up information requests
Apply Now!	Click here to apply for this position.