



RedRover Job Announcement

Position Title: Program Assistant

Job Type: Full-time, Non-Exempt (35 Hours per Week)

Salary range: \$35,000 to \$45,000

Location: Sacramento-based but will consider remote working arrangement

Benefits: We offer a robust benefits package. You'll enjoy Medical, Dental, Vision, Life insurance for employees on the first day of the month following 60 days of full-time employment; Vacation, Holiday, and Sick time accrued, beginning the first day of employment. Effective after one year of active employment, 7% employer-paid Simplified Employee Pension (SEP) with immediate vesting. An annual Companion Animal Allowance is available on the first day of employment to help pay for family veterinary emergencies and work-related pet sitting (if you have a pet).

RedRover staff members work hard but enjoy balanced lives and flexibility. We promote from within and are committed to staff career development. We are a strengths-based organization and align your strengths with your work responsibilities whenever possible to add to your sense of accomplishment in your role. We are looking for equity-minded applicants who will work with us to establish a caring and supportive work community to further our mission.

The mission of RedRover is to bring animals out of crisis and strengthen the bond between people and animals through emergency sheltering, disaster relief services, financial assistance, and education. RedRover accomplishes its mission by engaging volunteers and supporters, collaborating with others, and maximizing the use of online technology.

Based in Sacramento, California, RedRover operates national programs that help animals and people in crisis and is well-known for its three main programs:

- RedRover Responders shelters and cares for animals displaced by natural disasters and other crises, such as criminal seizures and hoarding cases, in the United States and Canada;
- RedRover Relief provides financial and emotional support to Good Samaritans, animal rescuers, and pet owners to help them care for animals in life-threatening situations and resources to help domestic violence survivors and their pets escape abusive environments;
- RedRover Readers helps children explore the bond between people and animals through stories and discussion in a unique community-based literacy program.

Summary of position: Under the guidance of the Director of Programs, the Program Assistant shall: join a team of existing case managers helping RedRover Relief clients who are in crisis and seeking financial assistance for veterinary emergencies or temporary boarding.

The Program Assistant is expected to exhibit exceptional interpersonal skills, strong attention to detail, a demonstrated passion for helping people and animals, an ability to work well on a team and is able to balance and prioritize multiple tasks in a fast-paced work environment while maintaining a positive and professional attitude and demeanor.

Day-to-day you will:

- Serve as Case Manager for RedRover Relief Urgent Care and Emergency Boarding grant programs.
- Update and track RedRover Relief data for reporting and program evaluation.
- Identify stories for Communications and Development, including potential fundraising opportunities, and write happy ending stories and other program-related articles as needed.
- Work with RedRover Relief applicants in a compassionate and efficient manner to process their grant applications.
- Work with veterinary clinics to approve the grants and advocate on behalf of the RedRover Relief applicant.
- Assist with answering incoming telephone calls as promptly as possible, supplying information according to organization guidelines, while demonstrating proficiency in RedRover brand attributes and habits of mind.
- Stay vigilant to additional resources that may be of help to RedRover Relief applicants and update website links.
- Assist with other tasks and projects as assigned.

Qualifications: Are you our new Program Assistant? This job is for you if you have:

- a passion for helping animals as well as people
- a High School degree or its equivalent
- truly exceptional interpersonal skills and the ability to build and maintain relationships with staff as well as outside vendors and other constituents
- the ability to think interdependently, be a conscientious team-player, balance and prioritize multiple tasks in a fast-past work environment while maintaining a positive, professional attitude, high analytical skills, attention to detail, and the ability to strive for accuracy and precision and be able to follow and implement directives; and at the same time be flexible, creative, independent, and self-motivated
- an eagerness to be a compelling ambassador representing the organization's brand
- knowledge of Google Drive is a plus

Additionally, affection for animals, concern for their welfare, and a willingness to accommodate animals in the workplace is required. Candidates must be willing to embrace the organization's commitment to being an anti-racist organization. Must maintain constituent (donors/volunteers/directors/employees) confidentiality and have reliable transportation to and from work.

This position requires a diligent effort to promote, protect, and enhance the reputation and image of RedRover and its brand attributes: **Caring, Respected, Unwavering, Inspirational, Vigilant.** Attitude and behavior should attempt to elicit a favorable reaction from the membership, volunteers, and the public and align with our mission and brand.

Supervisory Responsibilities: None.

Measures of Performance: The Program Assistant shall be considered to be performing in an acceptable manner when the following have been accomplished:



1. Customer/Member Service – Manages difficult or emotional customer/member situations; Responds promptly to customer/member needs; Solicits customer/member feedback to improve service; Responds to requests for service and assistance; Meets commitments.
2. Interpersonal Skills – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
3. Dependability – Can be relied upon to handle a fair workload, meet deadlines and commitments, and accept responsibility for actions.
4. Constituent Focus – Responds to constituent requests in a timely manner. Communicates with constituents to ensure that they are satisfied and that their needs are being met.
5. Quality of Work – Demonstrates concern for the accuracy and quality of work, and takes steps to correct mistakes and improve the overall product.
6. Communication – Organizes and expresses ideas and information clearly, using appropriate and efficient methods of conveying the information.
7. Cross-Cultural and Diversity Sensitivity – Is aware of differences and is sensitive to the needs of different cultures and underrepresented racial/ethnic backgrounds, identities, and perspectives. Modifies behaviors and communications to accommodate these differences respectfully and supports the organization's efforts to call out areas of inequity or bias, address systemic racism internally and externally, and build a strong sense of belonging and inclusion among staff.
8. Ethics – Treats people with respect; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values when working with staff and constituents and representing RedRover in the community.
9. Professionalism – Approaches co-workers in a tactful manner; Treats co-workers and clients/members with warmth, respect, and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
10. Client/Member Orientation – Effectively solves client/member problems in a timely manner; Talks with clients/members to find out what they want and how satisfied they are with their experience with RedRover; Lets clients/members know that they are willing to work with them to meet their needs; Utilizes established agency tools to measure and track client/member satisfaction.
11. Interpersonal Awareness – Understands the interests and important concerns of others and their clients/members; Notices and accurately interprets what clients/members are feeling based on their choice of words, tone of voice, expressions, and other nonverbal behavior; Listens attentively to clients/members' concerns for future documentation.
12. Attendance/Punctuality – Is consistently at work when required and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
13. Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and



objectives; Supports everyone's efforts to succeed; Listens and responds constructively to other team members' ideas; Offers support for others' ideas and proposals; Is open with other team members about his/her concerns; Expresses disagreement constructively. These attributes allow RedRover to continue to offer a supportive environment, efficient small team networks and a caring environment.

14. Thoroughness – Sets up procedures to ensure high quality of work; Monitors the quality of work; Verifies information; Checks the accuracy of own and others work.

To perform this job successfully, you must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. You are encouraged to let RedRover know if you require accommodations for a disability. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school degree or its equivalent required

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports, and correspondence. Ability to speak effectively before groups of customers or employees of the organization. Bilingual and multilingual applicants are encouraged to apply but being bilingual or multilingual is not required.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should have knowledge of Internet software and the Microsoft Office Suite of products. Knowledge of basic office equipment should include: Internet and email, copy machines, and telephone.

Certificates, Licenses, Registrations: A government-issued ID.

Physical and Emotional Demands: 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The inability to cope with a stressful work environment does not constitute a protected disability.

While performing the duties of this job, the employee is frequently required to sit. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The work environment is usually quiet. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. RedRover has a flexible work environment and employees may be able to work from home at times with their supervisor's approval. Home offices must be safe and conducive to employee performing job duties.

Due to the COVID-19 pandemic, this position may require you to work remote for the first few months and then in the office after that. Computer equipment will be provided to support you working remotely. This is a Sacramento-based position but a permanently remote position will be considered



Equal Opportunity Employer: RedRover is an equal opportunity employer committed to diversity and welcomes all interested parties to apply. We will ensure that individuals with disabilities are provided a reasonable accommodation to participate in the job application or interview process, to perform essential job functions, and to receive other benefits and privileges of employment. If you require a specific accommodation due to a disability or a medical need, please include that in your resume materials. This ensures that the appropriate accommodations are in place during the hiring process.

Application Instructions:

Please email your cover letter and resume to employment@RedRover.org with “[Program Assistant]” in the subject line. Position will remain open until filled. Please follow these application instructions as only complete submissions will be reviewed and considered.
