



Job Announcement

Position Title: Program Assistant
Job Type: Non-exempt
Location: Sacramento, California
Salary Range: DOE

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 programs for animals in crisis or in need across the nation and is best known for its RedRover Responders program, which trains and deploys thousands of volunteers who come to the aid of animal victims of disasters and other emergencies.

PART I: Overview of Position

RedRover seeks a highly empathetic, super-organized Program Assistant to 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 will also organize and track tabling supplies, represent RedRover at local outreach events, as well as assist with RedRover training workshops.

The ideal candidate has truly 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.

PART II: List of Functions

1. Under the guidance of Program Manager, serve as Case Manager for RedRover Relief.
2. Update and track RedRover Relief and RedRover Responders data for reporting and program evaluation.
3. Assist with prepping materials and complete other pre-and post-workshop-related tasks for RedRover workshop trainings.
4. Organize and track tabling materials and supplies, and coordinate and participate in local tabling events as needed.

Program Assistant
July 2017

5. 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.
6. Stay vigilant to additional resources that may be of help to clients and update website links.
7. Assist with other tasks and projects as assigned.

PART III: Reporting Structure

This position reports directly to RedRover's Program Manager.

PART IV: Position Qualifications

High school degree or its equivalent required, and college degree preferred. Must have excellent telephone etiquette, strong interpersonal communication skills, experience using Microsoft Office and Google Apps and the ability to operate office equipment, such as postage meter and copy machine, and lift up to 50 pounds. Must be detail-oriented, efficient, reliable, a team-player and able to juggle many different tasks while maintaining a positive attitude. Previous experience working or volunteering for an animal-related or human services organization preferred.

PART V: Position Requirements

Affection for animals, concern for their welfare and a willingness to accommodate animals in the workplace. Must maintain constituent (donors/volunteers/directors/employees) confidentiality and must possess a valid CA driver's license, car insurance and reliable transportation.

Application instructions

Please email cover letter and resume employment@RedRover.org by August 20, 2017. Position will remain open until filled. Please follow these application instructions carefully as only complete submissions will be reviewed and considered.