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Program Facilitator

JOB CODE	JOB FAMILY	PROFILE
JCV527	**Animal Care Services**	**Program Facilitator**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$22.81 - $36.01**	**August 9, 2026**

The Program Facilitator supports Animal Care Services initiatives that manage adoptions, placements, and transfers of animals, as well as coordinating off-site events, special programs, and public relations activities. The position oversees programs to ensure effective operations, positive handling of animals, and support for department-wide animal welfare efforts.

Job Description

DUTIES AND RESPONSIBILITIES

FUNCTIONAL AREAS

VOLUNTEER COORDINATION

- Assist in the training, scheduling, and oversight of volunteers supporting transfer, adoption, and outreach programming.
- Promote positive volunteer engagement and ensure safe, humane animal handling practices.
- Support volunteer participation in adoption events, shelter activities, and community outreach.
- Provide concise and accurate information to the public regarding animal history, adoption, relinquishment, foster programs, and outreach events.
- Provide care for animals; clean and disinfect enclosures, food and water dishes, and maintain related equipment for adoption and outreach events.

- Handle animals in a humane manner according to established policies and procedures.
- Remain alert to animal behavior and physical condition and report concerns to appropriate staff.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

PROGRAMMING

- Provide support for the assigned section in the oversight of programs. Assist with implementing procedural, administrative, internal control, and workflow changes after approval.
- Coordinate, prepare, and support events for adoption, foster care, or community outreach. Work and/or oversee events as assigned.
- Promote humane awareness toward the care and treatment of animals through outreach programs.
- Organize and maintain accurate and detailed databases, files, and records. Verify accuracy of information, research discrepancies, and record information.
- Research, develop, prepare, and distribute a variety of information, documents, forms, records, and data as requested by management.
- Provide concise and accurate information to the public regarding programs and events hosted by Animal Care Services.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

FOSTER COORDINATION

- Coordinate the foster care program for animals in conjunction with medical staff.
- Participate actively in the foster care program, providing training and support for foster caretakers.
- Monitor animals in the program, schedule medical care, and ensure assistance is available to foster families.
- Recommend animal placement options in coordination with other Animal Care Services sections.
- Maintain and coordinate scheduling with foster families and outside agencies. Conduct interviews, advise on relinquishment or placement, prepare paperwork, and perform data entry.
- Organize and maintain accurate and detailed records for foster placements, medical care, and animal disposition.
- Provide care for foster animals during intake, transfer, or outreach events, including cleaning enclosures and handling animals safely.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and***

responsibilities.

PLACEMENT AND RESCUE

- Develop and maintain relationships with partner shelters, animal welfare entities, and organizations throughout the United States to coordinate programs and facilitate the transfer of animals.
- Coordinate and participate in out-of-state and overnight animal transfers as needed.
- Recommend placement and rescue options for animals in coordination with department staff.
- Maintain and coordinate scheduling with the public and agencies for adoption, placement, and relinquishment of animals. Conduct interviews with prospective adopters, prepare paperwork, and perform data entry.
- Inspect program partner facilities when possible or obtain reference letters and veterinary information used by the rescue or transfer partner.
- Maintain accurate records and statistical data of placement and transfer activities, owner relinquishment and resource requests and outcomes including inventory of resources provided, disposition, transfer location, and statistical reporting.
- Monitor the humane handling of animal’s safety during placement and transport
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

MINIMUM QUALIFICATIONS

- Associate's degree in Animal Science, Business, Marketing, Communications, or a related field
- Three (3) years of experience working in customer service, animal sheltering, humane society, public relations, community outreach, placement or animal adoption programs.

Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

PREFERENCES

- Experience working with volunteers in an animal-related capacity.
- Experience with rescues, shelters, or animal transfer partners.
- Experience with animal medical procedures including neonatal, microchipping, and vaccines.
- Experience with animal behavior and assessments

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successfully complete a post-offer medical examination and background investigation.
- Comply with County safety guidelines.
- Complete required FEMA training(s) as assigned.
- Possess and maintain a valid New Mexico driver’s license.
- Shiftwork required, including evenings, weekends, holidays, and extended hours.
- Individuals performing euthanasia must hold a valid license as a Euthanasia Technician issued by the New Mexico Board of Veterinary Medicine, with prior approval from the Director of Animal Care.

WORKING CONDITIONS

- Work is performed indoors in office, shelter, and kennel environments, and outdoors in variable weather during transfers or events.
- Travel with overnight stays may be required.
- Exposure to animals, aggressive behavior, bites, zoonotic diseases, odors, animal dander, and cleaning chemicals.
- Work may require on-call availability.
- Work may involve uneven surfaces, stairs, and exposure to natural elements.

EQUIPMENT, TOOLS, AND MATERIALS

- Standard office equipment, computers, and software.
- Communication equipment including telephones, radios, and audiovisual tools.
- Animal handling, restraint, and transport equipment.
- Operate County Vehicles for transport of animals and supplies. This includes the ability and/or ability to learn driving larger vehicles and trailers.