



## Volunteer Job Description

### Title: Back Office Coordinator

**Reports to:** Secretary. Actively consults with the AZBTR Leaders Group

**Purpose of Position:** The Back Office Coordinator is the lead administrator in Rescuegroups.org for incoming adoption and foster applications. The Back Office Coordinator will screen incoming applications, denying non-viable applications (e.g. out of state), creating a new applicant's Home Visit Form, and conducting the initial "telephone interview" portion of the home visit (or delegating it). Assigns the new applicant's Home Visit Form to the Home Visit Coordinator in the Rescuegroups system for completion of a physical home check. The Back Office Coordinator will work closely with the AZBTR Leaders Group and Care Managers by helping identify viable foster or adoptive homes on a case-by-case basis

### Duties and Responsibilities:

- Monitor "submitted forms" coming into Rescuegroups, screening out non-viable applications, and making comment entries documenting the reason for the denial
- Using the "submit a form" feature in Rescuegroups, create a home visit for that will be used to document an applicant's telephone interview and physical home visit
- Conduct (or delegate) the telephone interview and enter details and recommendation in the Home Visit Form. Assign the Home Visit Form that is "under review" to the Home Visit Coordinator to follow up with the physical home check
- Edit, modify, or delete foster and applicant records in Rescuegroups as appropriate to ensure that the database contains accurate or up-to-date information
- Coordinate and communicate with Case Managers and the AZBTR Leaders Group as a subject matter expert helping make recommendations regarding viable foster and adoption placements based on telephone interviews, etc.
- Leverage personal Office Software and AZBTR systems (e.g., Microsoft Office, Google Drive, Rescuegroups.org, etc.) to perform lead administrator role.

## **Qualifications:**

- Possesses excellent oral and written communications skills
- Intermediate knowledge of Microsoft Office and Excel
- Possesses a keen eye for detail and data accuracy
- Familiarity with Google Drive, Rescugroups.org and an understanding of AZBTR processes and procedures.
- Willingness to be readily available to help Case Managers and the AZBTR Leaders Group identify potential foster homes and adoptive homes as dogs come into rescue and/or become ready for adoption.

## **Training Requirements:**

- AZBTR Processes: Assignment Process Map and Adoption Process Map
- Google Drive: accessing forms and folders and saving completed files to the shared drive
- Rescugroups.org: reviewing submitted forms, creating and assigning forms to Case Manager(s) and/or the Home Visit Coordinator

## **Time Commitment:**

- About 5-25 hours a week, varies depending on the time of year, the rate foster/adopt applications are being received, and the number of dogs in rescue.

## **Volunteer Benefits:**

- Helping homeless Boston Terriers find their forever homes
- Working with applicants and AZBTR leaders
- Opportunities to attend AZBTR events
- Making a difference in the community

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