



Sample job description courtesy of Shelter Operations Support
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JOB TITLE: Lost and Found Specialist

SUMMARY: Increase lifesaving and decrease length of stay by administering the Lost and Found program including working with volunteers toward goals and key performance indicators outlined in the lost and found strategic plan. Demonstrate core values and customer care standards for *[your shelter]* during all interactions with public, volunteers, co-workers, and all stakeholders.

DELIVERABLES AND RESPONSIBILITIES:

Program Administration:

- Convey empathy and compassion toward members of the public seeking their lost pets
- Assist pet owners with lost and found resources in order to enhance their efforts to find their lost pets on their own
- Identify and reunite in-coming lost or found pets with their owner
- Identify lost/found pets within the community, take steps to reunite pets and families so as to prevent the animal from entering into the shelter system
- Create and manage lost and found reports for owners and finders of animals
- Communicate daily via email to pet detective volunteers with active lists of lost pets by jurisdiction and neighborhood so they are working from the most current list
- Identify and utilize lost and found web links and social media outlets in the surrounding communities to search for animals listed as stray or that have been reported as lost or found
- While browsing sites, if it is noticed that an animal was reported as lost or found, but there is no report in your shelter's Lost & Found system, make note of the pet owner or finder's contact information, pet description and photo (if included) and contact the owner or finder to assist with filing an active lost or found report
- Upkeep lost and found books housing Lost & Found notices/flyers by jurisdiction with key for neighborhoods as public don't often know which jurisdiction they reside
- Perform routine follow up on lost and found reports to eliminate inactive reports
- Collaborate with volunteer department to recruit, orient, and train pet detectives to maintain an active army of volunteers helping find lost pets and identifying matches
- Effectively communicate policies regarding owner reclaims, adoption, euthanasia, and relinquishment processes.
- Perform clerical duties such as data entry, answering multi-line phones, filing, and records maintenance as necessary.

In-House Animal Population:

- Maintain in-depth knowledge of daily in-care animal inventory for the purpose of matching animals in lost reports
- Walk the stray kennels daily to match stray records with lost animal records; by putting eyes on the actual animal, you might make a match due to inaccurate information on reports (e.g. looking for a shepherd mix according to the lost report but the dog is labeled as an Akita at intake)
- Review daily list of animals entering as stray-deceased animals to determine if animal is among lost reports
- Maintain and keep the stray tracking form up to date
- Manage correspondence for animals that have an ID trace status
- Pinpoint the animal's possible place of residence by running licensing reports
- Assist in increasing the number of animals leaving the facility with microchips and altered
- Follow up with owners to see if animals have been found

Community Outreach:

- Promote responsible pet ownership by recommending microchips, collars, and identification tags throughout your community during events, promotions, media appearances, and other outreach opportunities
- Distribute information to community where animal went missing in a timely manner through social media and apps
- Participate in community events and educate the public on what to do when they have lost their pet
- Encourage and motivate an army of Pet Detective volunteers to serve as ambassadors in the community regarding the importance of lost pet prevention and what to do when a pet goes missing
- Provide additional resources to search for lost animals or find owner of found animals