



Animal Protection of New Mexico Employment Opportunity

Posting Date: July 2018

Organization: Animal Protection of New Mexico (APNM) is a statewide nonprofit animal advocacy organization that started in 1979, with a paid staff of about 18 individuals and numerous volunteers. With offices in Albuquerque and Santa Fe, APNM is an equal opportunity employer whose work, approaches, and decisions are informed by guiding principles. Our dedication to employee health and wellness is reflected in the generous benefits package we offer, including opportunities for mindfulness training to help employees build resilience over time, the ability to earn flexible work arrangements, and more.

Job Title: Helpline Case Manager

Employment Start Date: Immediately

Employment Category: Full-time, non-exempt, hourly

Compensation & Benefits: Competitive salary, generous paid time off, 100% employer paid health insurance, 70% employer paid dental insurance; employee paid group vision insurance, and up to 1% of salary employer contribution to a 401k retirement plan annually.

Location: Based primarily in APNM's Albuquerque office, may need to work out of Santa Fe occasionally.

Reporting: This position reports to the Program Director and the Chief Program & Policy Officer. No staff report to this position.

Summary of Position:

Staff APNM's helpline to:

- ensure companion animals of domestic violence victims find safe and confidential access to temporary housing and care through our Companion Animal Rescue Effort (CARE), maintain and expand the CARE network, maintain the CARE database and complete required reporting, coordinate with partner organizations to meet training and outreach needs; and,
- coordinate assistance for equines in need, working with individuals, organizations, and agencies, through our Equine Protection Fund.

Animal Protection of New Mexico, Inc. APNM.org info@apnm.org

ALBUQUERQUE: PO Box 11395 Albuquerque, NM 87192 505.265.2322 505.265.2488 (fax)

SANTA FE: 1111 Paseo de Peralta Santa Fe, NM 87501 505.445.0500

Skills and Competency Areas:

- Excellent “people skills” including listening, flexibility, compassionate and non-judgmental attitude
- Strong written and oral communication and presentation skills
- Highly organized
- Skill in setting priorities to complete work in a timely manner when there are changes in workload and/or assignment, pressures of deadlines, competing requirements, and/or heavy workload
- Skill in working independently and following through on assignments with minimal direction
- Desire to work in and support a team environment and its goals
- Ability to maintain a sense of calm in the face of strong emotions, resistance, or indifference
- Macintosh computer-literate, and experienced in using variety of computer software including email, Microsoft Office products (particularly Excel), and FileMaker or similar database
- Familiarity with New Mexico preferred

Travel Requirements:

Ability for some travel in New Mexico and/or neighboring states for outreach and/or training preferred.

Minimum Physical Requirements:

Must be able to perform job duties in a normal office/work environment. May require lifting and carrying program materials. Wheeled carts can be utilized for heavier items.

Education/Experience Requirements:

- College degree and/or previous experience in client, animal, legal or victim advocacy preferred
- Fluent in Spanish helpful but not required

How to Apply:

Send resumé and cover letter via email to Daniel Abram, Deputy Director, daniel@apnm.org