



Animal Protection New Mexico Employment Opportunity

Job Title: Helpline Manager

Posting Date(s): November 2023

Employment Start Date: As soon as possible

Employment Category: Regular, non-exempt, full-time

Compensation: Competitive compensation, generous paid time off, 100% employer paid health insurance, 85% employer paid dental insurance; 30% employer paid group vision insurance, employer paid \$10,000 accidental death and dismemberment policy, and up to 1% of salary employer contribution to a 401k retirement plan annually.

Full-time Starting Salary: \$44,141 (with no prior relevant experience), with final offer based on demonstrated relevant experience.

(Example: Candidates with 10 years of experience will earn approximately \$49,659.)

Location: Candidate must be based in New Mexico. APNM staff is working primarily from home, with occasional work from APNM's Albuquerque and Santa Fe offices.

Travel Requirements: Some travel around New Mexico is expected for outreach and in-person meetings.

- Must have (*or obtain within 3-months from the date of hire*) and maintain a current, valid State of New Mexico driver's license; must have and maintain an insurable driving record under APNM's vehicle insurance policy.
- Any employee using their personal vehicle for APNM business must have and provide proof of current liability insurance that meets or exceeds State-required minimum coverages, or other coverages required by APNM.
- Work-related mileage is reimbursed.

Reporting: This position reports to the Program Director. No staff report to this position.

Summary of Position:

Staff APNM's CARE and Equine helplines to:

- Ensure companion animals of domestic violence survivors find access to temporary housing and care through our Companion Animal Rescue Effort (CARE), 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 from diverse backgrounds, equine service vendors, government agencies, and other entities, through our Equine Protection Fund. Help maintain up-to-date data spreadsheets documenting this work. Conduct outreach to communities and agencies to raise awareness of this work.

With Program Director, implement co-sheltering initiative duties to support more New Mexico domestic violence shelters to house people and companion animals together;
Support other Equine and CARE program work as necessary.

Skills and Competency Areas:

- Excellent "people skills" including listening, flexibility, compassionate and non-judgmental attitude
- Ability to effectively and professionally communicate and work with a diverse constituency
- 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
- Ability to function and follow through with responsibilities with minimum supervision, with work being reviewed by a supervisor only generally
- Desire to work in and support a team environment and its goals
- Ability to maintain a sense of calm and be resilient in the face of strong emotions, resistance, or indifference that may be encountered when responding to callers and/or in the field
- Can respond with flexibility to reasonable changes in work priorities and circumstances
- Experience with equines and companion animals, and knowledge of their basic care needs, is preferred but not required
- 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

Minimum Physical Requirements: Must be able to perform job duties in a normal office/work environment, do light lifting of outreach materials (wheeled carts are available).

Education/Experience Requirements:

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

How to Apply: Send resumé and cover letter by November 24, 2023, via email to hr@apnm.org