



# Phuket CNVR Coordinator

## About Soi Dog Foundation:

Soi Dog Foundation is the largest animal welfare organisation in Asia dedicated to helping stray dogs and cats. Soi Dog Foundation sterilises, vaccinates, administers medical treatment, shelters, promotes adoption of stray dogs and cats in Thailand, and runs education programmes on animal welfare. Soi Dog Foundation is also actively working to end Asia's dog and cat meat trade.

Soi Dog's Mission Statement is: **"To improve the welfare of dogs and cats in Asia, resulting in better lives for both the animal and human communities, to create a society without homeless animals, and to ultimately end animal cruelty"**.

For more information, please visit [www.soidog.org](http://www.soidog.org)

## JOB DESCRIPTION

**Job Summary:** The Phuket CNVR Coordinator (PCC) manages all non-veterinary aspects of the CNVR (Catch-Neuter-Vaccinate-Return) programme, including scheduling of appointments with pet owners and feeders, coordinating with dog catchers and government officers, managing inventory and equipment. The PCC will be the face of SDF's CNVR programme in Phuket, providing accurate information about sterilisation and the CNVR programme.

### Key Responsibilities:

- Provide friendly, quality client care to pet owners, animal caregivers and feeders seeking to have dogs and cats sterilised at SDF.
- Receive incoming calls; screen those that are handled by other department members and take care of routine calls seeking information about sterilisation and the CNVR programme.
- Provide knowledgeable sub-professional advice concerning the care and treatment of animals pre- and post-op.
- Recommend update of necessary immunisations and/or tests from owners when booking for sterilisation.
- Schedule sterilisation appointments with external clinics, obtaining all necessary data concerning the patient and owner/ feeder; stay within allocated monthly budget.
- Coordinate and schedule appointment for owners/ feeders interested in CNVR services, ensuring that appointments are managed efficiently and effectively.
- Manage and coordinate with dog catchers to arrange the pick-up of animals requiring sterilisation (owned/ community/ feral) as well as timely send back to correct locations.
- Provide dog catchers with necessary equipment and supplies, including darting equipment, nets, trap cages, stationary, safety equipment, etc.
- Manage the work schedule for the Phuket CNVR dog catcher team, including scheduling days off (annual leave, sick leave).

- Endeavor to locate animals for sterilisation in order to fulfill the daily quota specified by Phuket CNVR Manager.
- Work closely with government officers to ensure the mobile clinic has all necessary equipment and supplies for sterilisation services and maintain accurate records of programme data and outcomes.
- Check clients in - greet clients in a professional, friendly, hospitable manner, while sharing accurate information re animal care, sterilisation and CNVR in general.
- Discharge patients with the consent of Phuket CNVR Manager.
- Collaborate with other departments to develop and implement strategies to increase awareness and participation in the CNVR programme in Phuket.
- As required, enter Sterilisation record data into the computer system and cooperate with CNVR Admin in Bangkok, to make sure daily records are up-to-date and a Monthly Report is generated and shared with higher management on time.
- Word processing to produce letters for general correspondence and special mailings to clients and other stakeholders (Sterilisation field).
- As part of the Soi Dog team, is available to help as needed, even with tasks that are outside of the job description.

**Department and Supervisor:**

Department of Animal Welfare - the PCC will report to the Phuket CNVR Manager.

**Skills and Qualifications:**

- Excellent verbal and written communication skills. Possess exceptional interpersonal communication skills and client service skills, tact.
- Critical thinking - Understanding logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Strong organisational skills and ability to work in a high-paced environment.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments.
- Knowledge of computers and relevant software applications including MS Office (Word), Outlook365, MS team, managing files and records, and other office procedures.

**Location:** Mai Khao, Phuket

**Type of Employment:** Full-time

**Benefits:**

- Five-day work a week, 40 hours per week with two days off. Employee may start and finish work different times depending on their duties as directed by their manager.
- 19 annual holidays (including Thai National Holidays 13 days) rising to 25 days with year of service
- Annual Salary Adjustment
- Annual Service bonus
- Social Security
- Provident Fund

- Uniform

## HOW TO APPLY

Please send your CV together with a covering letter **in ENGLISH** detailing why you think you would be appropriate for this role, to [hr@soidog.org](mailto:hr@soidog.org)

Short-listed candidates will be notified by email.