Programs & Engagement Coordinator
Job Description

Who We Are

At Homeward Bound, we're dedicated to saving the lives of cats in Southern Nevada and creating a compassionate, welcoming experience for everyone who walks through our doors. Our team works hard, laughs (and cries) often, and believes in doing what's right for both cats and people. We're a small team and volunteer-powered organization, and we rely on strong leadership, clear communication, and a whole lot of heart to keep everything running smoothly.

Who We Need (That's You!)

We're looking for a warm, organized, people-centered **Programs & Engagement Coordinator** to serve as the Executive Director's on-site support and help keep our programs, people, and daily operations running seamlessly. This role is perfect for someone who loves connecting with others, thrives in a dynamic environment, and can balance administrative responsibilities with hands-on support for staff, volunteers, donors, and visitors, helping ensure our community experiences the kindness and professionalism Homeward Bound is known for.

You'll be the person who serves as the organization's primary community-facing representative—building warm, ongoing relationships with donors, partners, and visitors—while also providing comprehensive operational support to the Executive Director, including HR assistance, managing communication channels, data entry, reporting, volunteer and event support, media appearances, and other essential day-to-day functions.

If you're the type who thinks, "I can handle that — and probably make it better," you might be our purr-fect match.

Your Core Responsibilities

Community Engagement & Donor Support

- Serve as a welcoming, professional point of contact for donors, community members, and visitors.
- Manage multiple inboxes, respond to inquiries, and ensure timely, accurate communication.
- Assist with donor stewardship tasks such as thank-you calls, follow-ups, and relationship-building conversations.
- Process mailed-in donations and prepare deposits.
- Support the Executive Director with donor software updates, reports, and data entry.
- Support the Marketing team with stories, photos and videos as needed.
- Respond to online reviews with professionalism and warmth.

Staff & Volunteer Support

- Assist with staff onboarding, training coordination, payroll, and general HR-adjacent tasks (not formal HR).
- Help maintain schedules, track attendance, and support staff communication.

- Provide guidance, support, and direction to volunteers and foster parents.
- Assist volunteer coordinator with volunteer recruitment, communication and coordination, especially in an event and planning capacity.
- Assist with event coordination, community outreach, and special projects as needed.

Program & Administrative Management

- Support daily program needs including adoption center workflow, customer service, and visitor experience.
- Assist with supply ordering and inventory tracking.
- Update internal reports, meeting notes, and program documentation.

On-Site Leadership

- Serve as the Executive Director's on-site extension when she is working remotely.
- Help maintain a positive, supportive, and mission-aligned environment for staff, volunteers, and visitors.
- Address minor issues or concerns and escalate to the Executive Director when appropriate.
- Participate in walk-throughs to observe staff needs, customer interactions, and general center conditions.

Who You Are

- A people-person who communicates clearly, kindly, and professionally.
- Organized, reliable, and able to juggle multiple tasks without losing your cool.
- Comfortable with administrative work, software systems, and learning new tools.
- Compassionate and steady — especially when situations are emotional or challenging.
- Someone who enjoys supporting others and being the "glue" that keeps things running smoothly.
- A team player who treats everyone — cats and humans — with respect and empathy.
- Multi-tasking ninja: You can juggle multiple projects without breaking a sweat.
- Eager learner: Experience with cats is awesome, but a willingness to learn is even better.
- Tech comfort: You can handle multiple software programs and platforms without throwing your computer out the window. Oh, and you're fast and accurate at the same time!

Qualifications:

- College degree strongly preferred. High school diploma or equivalent required.
- Residence in or relocation to the greater Las Vegas area.
- Minimum of two years of leadership experience preferred.
- Development/fundraising experience desired but not required.
- 2+ years of customer service.
- 18+ years old, valid driver's license and current auto insurance.
- Flexible schedule including weekends and holidays (cats don't take days off from eating).
- Ability to be impartial, effectively assist diverse personalities. "We listen; we don't judge".

Physical Requirements

- Physical ability to engage in repetitive motions, walk and stand on your feet throughout a normal workday, and occasionally pursue a cat who thinks hide-and-seek is hilarious.
- Ability to lift and move objects up to 50 pounds, and bend or stand when needed.

- If you have allergies that flare up around animals, this might not be the right fit for you.

Nature of Employment

- The Programs & Engagement Coordinator reports to the Executive Director. The role is an exempt position, which requires a minimum of 8 hours per day, 40 hours per week and may include weekend, night, and holiday work. The ability to be on call for emergencies on a 24-hour basis is important.
- There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of Homeward Bound that all employment is at will.

Compensation

- Starting salary is commensurate with experience.
- We, unfortunately, are not able to offer benefits at this time.
- Cat cuddles.

Growth Opportunity

Homeward Bound is a small but growing organization, and roles often evolve as our needs change. While this position is not a guaranteed pathway to management, the Programs & Engagement Coordinator may have the opportunity to grow into a manager-level role in the future if organizational needs align and the individual demonstrates strong leadership, initiative, reliability, and a natural ability to support and guide others. This possibility is based on performance and fit, not tenure or automatic progression.

Note: Shelter work is hard and emotionally demanding. Our team regularly deals with difficult decisions, heartbreaking moments, interactions with people in distress, and humane euthanasia. Resilience, empathy, and a commitment to animal welfare are essential.

How to Apply We're thrilled you're considering joining our feline-loving team at Homeward Bound. While we're on the lookout for passionate individuals who want to make a difference for our whiskered friends, it's important to understand that this job isn't just about cuddling with cats all day. It's challenging and requires hard work. This role is both relationship-driven and operationally versatile, strengthening community connections while assisting the Executive Director with key administrative, HR, and program support tasks. Apply now for a chance to make a difference! Email your one-page cover letter and resume to: Homeward Bound Hiring Committee at info@homewardboundcats.org with the subject: Programs & Engagement Coordinator Applicant, [Your First & Last Name].

Closing Date: We don't have a specific closing date—applications will be reviewed as they are received, and we'll keep looking until we find the right candidate.

About Homeward Bound: More information about Homeward Bound's vision, goals, and programs can be found at this link: https://www.homewardboundcats.org/about-us.