



Record Management Volunteer Position Description

Reports to: National Operations Support Team and Lifesaving Centers staff

Organizational Impact:

Help Best Friends move closer to No-Kill 2025 by increasing our foster programs' capacity to save lives. Record Management will help keep records up to date, allowing us to communicate with and support more foster homes.

Position Function/Goals/Deadlines:

- Increase foster program efficiency by assisting with data entry and file management
- Record and maintain accurate records for foster animals, foster caregivers, and other data as assigned

Time Commitment and Location of Work:

- Flexible schedule, minimum of 2 hours/week
- Minimum 3-month commitment
- Work can be done anywhere with a computer and internet connection

Core Responsibilities:

- Maintain accurate records in Shelterluv, for example:
 - Create and update foster caregiver records including attaching documents
 - Update animal records
 - Update foster animal attributes
- Maintain accurate foster caregiver information in Digital Cheetah:
 - Record foster hours
 - Update foster caregiver positions
- Pull reports to monitor new foster caregiver applications that have not yet been matched with a foster pet
- Record all emails in Shelterluv or shelter management system
- Invoice reconciliation
- Other duties as assigned
- Track and record your volunteer hours in the online volunteer database

Qualifications/Requirements:

- Access to use of a computer (PC or Mac) with antivirus software and an internet connection
- Completion of a series of online trainings
- Demonstrate personal accountability and attention to detail
- Strong organizational skills and ability to maintain and follow directions
- Computer literate— comfortable learning and using online information systems
- Sign Non-Disclosure Agreement
- Follow Best Friends foster program protocols; failure to do so may result in dismissal from the program
- Work at a computer with repetitive typing, arm and hand motion
- Commitment to the philosophy of Best Friends' practices and policies

Created: 1/6/2021 by Carrie Smith

Revised: 12/23/2021 by Jess Roper

Revised: 1/26/2022 by Christine Colvin



- Maintain confidentiality regarding patient status, treatment, client information, or other sensitive clinic operations