

Staff Coordinator

About the organisation and department

The mission of Animal Aid Unlimited is to rescue and treat the un-owned street animals of India who have become ill or injured, and through their rescue inspire a community to protect and defend the lives of all animals.

We operate one of India's most active rescue services, responding to more than 100 calls on our helpline every day and involving thousands of Udaipur residents in the process of rescuing street animals every year. Our hospital and sanctuary (located in Badi, 10km from Udaipur) house a total of more than 600 animals (dogs, cows, donkeys, cats and other animals).

The staff coordinator facilitate the communication and the coordination between the HR team/management and the staff members.

Designation – Staff coordinator

Reports to – HR Generalist

Number of positions – 2

General purpose of the role

Animal Aid is a unique working environment. Our hospital is open 24/7, meaning that our staff are working on Sunday, festivals and other days when other establishments are usually closed. Due to the nature of the services that we provide, we need advance planning of leaves. The staff coordinators ensure the smooth functioning of the our rescue center, facilitating the coordination and communication with staff concerning their shifts, rotation and leaves.

The staff coordinators mainly works with the ground staff, which constitute the great majority of our staff force. The role requires intense and continue communication with the staff members and the managers and availability outside working hours on a rotational base. Because of the unique needs of the organization, and due to the lack of experience with formal employment of many staff members, the staff coordinator must be able to efficiently explain to the staff the reasons behind our HR policies, and in particular the attendance and leave policies.

The staff coordinators are the key link between the staff and the management: they must be able to filter and present staff' requests in an efficient manner to the management, so that a decision can be quickly made and communicated.

Key area of responsibility

1. Ensure the timely communication of their shifts to all staff members. The daily schedule is currently printed on paper and sent via WhatsApp every day.
2. Ensure that the schedule is accessible to all staff members, including those who cannot read.
3. Ensure staff fully understand the leave system, and assist them in applying correctly

4. Coordinate and communicate any change in the staff schedule, both outside working hours via phone or during the day in the rescue center
5. Coordinate of normal leave requests: upload the leave requests in the Leave requests file, facilitate discussion or clarification between the staff members and the management, inform the staff timely whether their leave could be approved or not.
6. Coordinate leave requests for special occasions, such as important festivals, which should be planned well in advance and granted fairly among the staff members.
7. Promote early planning of leaves: work with the staff members so they can use efficiently their leaves
8. Timely communicate emergency leave requests/late coming/early going requests of staff and coordinate with the management.
9. Handle requests outside of the protocols or unexcused absence or lateness in a firm but constructive way.
10. Collect and verify medical certificates of the employee who have applied for medical leave.
11. Take updates from the staff on sick leaves.
12. Keep track of attendance, lateness, overtime.
13. Coordinate with the HR department as needed.

Experience, education and skills

1. 2+ years of experience in any type of public dealing.
2. Graduation in any field.
3. Good IT skills:
 - a. MS office, especially Excel (mandatory).
 - b. Attendance tracking system (ATS).
 - c. Google drive.
4. Any experience with animals (volunteers, neighbourhood animals, etc) is a plus.

Personal attributes

1. Fluent in Hindi and English (fluency in Mewari is a plus).
2. Understanding of the mission of the organization.
3. Comfortable around animals or willingness to learn (must).
4. Able to work at a fast pace and under pressure
5. Conflict resolution ability and strong empathy
6. Ability to communicate with staff from different socio-economic backgrounds and level.
7. Ability to accurately follow the instructions and report regularly.
8. Punctual about the work and consistent attendance.