

Aisha Long

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SUMMARY

Animal services and volunteer program manager with nine years supporting shelter operations, foster care, humane services, community education, and volunteer leadership. Directs multi site programs with more than four years supervising recruitment, screening, onboarding, training, scheduling, recognition, retention, conduct review, and performance coaching. Uses Volgistics and **shelter information systems** to track service hours, assignments, training, retention, outcomes, records, and program effectiveness. Manages supplies, inventory, outreach materials, recognition events, spending, risk controls, and public facing communications. Applies practical knowledge of humane care, animal handling, sanitation, quarantine, **zoonotic disease prevention**, adoption support, foster operations, and **animal control** compliance. Builds productive partnerships with schools, humane organizations, **civic groups**, public agencies, and service providers, helping teams turn program information into safer operations and stronger community service.

EXPERIENCE

Volunteer Services Manager

January 2022 - Present

Redwood Humane Network

Sacramento, California

Directs a multi site volunteer program supporting shelter operations, **foster activities**, adoption services, community education, and public engagement. Supervises coordinators and lead volunteers while managing records, supplies, risk controls, communications, and program reporting.

- Rebuilt multi site **recruitment** workflows, improving onboarding consistency across shelter and foster assignments.
- Used Volgistics reports to review hours, retention, training, assignments, and volunteer outcomes.
- Coached coordinators through conduct reviews, conflict intervention, safety concerns, and performance feedback.
- Managed recognition events, supplies, outreach materials, spending records, and inventory replenishment.
- Created zoonotic disease controls and **recordkeeping** practices for safer **humane care** operations.
- Built school and civic partnerships supporting **adoption promotion**, foster recruitment, and **community education**.

Senior Volunteer and Foster Coordinator

June 2019 - December 2021

Harbor Paws Animal Center

Oakland, California

Led volunteer and foster coordination for a high volume shelter, connecting trained participants with enrichment, adoption, foster, and public service work. Supported reliable coverage, animal handling standards, community education, partner communication, and accountability.

- Designed **screening**, orientation, training, scheduling, and **recognition** workflows for dependable shelter coverage.
- Matched trained volunteers with enrichment, adoption, foster, and **public service** assignments.
- Reviewed volunteer records and reports, identifying **engagement** trends for coordinator follow up.
- Guided participants through animal handling, sanitation, exposure control, and incident **reporting** practices.
- Coordinated adoption education events with rescue partners, schools, and community representatives.
- Documented **performance** concerns, delivered coaching, and applied policy based escalation when needed.

Volunteer Program Coordinator

August 2017 - May 2019

Valley Companion Animal Shelter

Fresno, California

Coordinated volunteer scheduling, onboarding, training, foster communication, adoption events, education activities, and animal care support. Maintained service records and helped align purchasing, sanitation, safety, customer service, and humane care needs.

- Coordinated schedules across kennel support, adoption **events**, enrichment, and **education** activities.
- Conducted interviews and **onboarding** while maintaining clearance, availability, and service hour records.
- Supported foster placements through communications, **supplies**, and animal care handoffs.
- Monitored sanitation, humane care, safety, and **customer service** compliance during shelter activities.
- Tracked event materials and purchasing needs, supporting practical **budget planning** decisions.
- Strengthened responsible pet ownership outreach through adoption events and community relationships.

Animal Care and Volunteer Services Specialist

July 2015 - July 2017

Central Coast Humane Society

Salinas, California

Supported humane animal care while coordinating volunteer cleaning, enrichment, adoption, education, and public assignments. Served as shift lead, reinforced safety standards, maintained shelter records, and applied quarantine and infection prevention practices.

- Trained volunteers on animal handling, sanitation, safety, and escalation **procedures**.
- Recorded animal care and volunteer activity in **shelter** systems for **scheduling** and reporting.
- Applied **quarantine** and infection prevention precautions during daily **shelter operations**.
- Supported adoption and education events with organized volunteer coverage and clear assignments.
- Resolved workflow issues as shift lead, reinforcing service and safety standards.

- Coordinated cleaning, enrichment, and public assignments around **humane care** priorities.

PROJECTS

Multi Site Volunteer Operations Review 📅 2024

Reviewed volunteer records, scheduling patterns, training status, retention signals, supplies, and assignment coverage across shelter and foster activities. Used findings to support clearer coordination and safer service delivery.

Community Foster Outreach Program 📅 2022

Connected foster communication, supply tracking, animal care handoffs, and community outreach into a practical support process. School and civic relationships helped broaden foster and adoption awareness.

LEADERSHIP & AWARDS

- Volunteer Services Leadership Recognition, Redwood Humane Network, 2024
- Community Partnership Recognition, Harbor Paws Animal Center, 2021
- Shift Leadership Recognition, Central Coast Humane Society, 2017

EDUCATION

Bachelor's Degree in Animal Science

California State University, Fresno GPA: 4.0

2015

Fresno, California

Coursework: Animal welfare, biology, veterinary science, animal nutrition, public administration

CERTIFICATIONS

- Valid California Driver's License 📅 2026
- Humane Animal Care and Volunteer Services Training 📅 2026

TECHNICAL SKILLS

- Volunteer Systems:** Volgistics, shelter information systems, service hour tracking
- Program Administration:** Recruitment, screening, onboarding
- Training Operations:** Orientation, animal handling, safety training
- Scheduling Tools:** Volunteer scheduling, foster scheduling, assignment coverage
- Animal Care:** Humane handling, enrichment, adoption support
- Disease Prevention:** Quarantine, sanitation, zoonotic disease prevention
- Compliance Areas:** Animal control laws, humane shelter standards, conduct records
- Budget Administration:** Budget planning, spending records, fund transfers
- Inventory Operations:** Supply ordering, inventory tracking, event materials
- Community Outreach:** Schools, civic groups, humane agencies
- Engagement Programs:** Recognition, retention, volunteer communications
- Risk Management:** Incident reporting, exposure control, safety procedures

SKILLS

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|------------------------|-------------------|-----------------------------|----------------------|
| • Volunteer management | • Onboarding | • Humane care | • Community outreach |
| • Volgistics | • Training | • Disease prevention | • Budget planning |
| • Shelter systems | • Scheduling | • Animal control compliance | • Staff supervision |
| • Recruitment | • Foster programs | • Risk management | |

PROFESSIONAL AFFILIATIONS

- Humane animal care and shelter services professional network participant
- Community adoption, foster, and responsible pet ownership outreach partner

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST