



To apply, please submit your resume and a brief statement of interest (cover letter) outlining your qualifications and alignment with FACE's mission to info@face4pets.org.

Position Description: Administrative Associate

Classification: Part-Time, Non-Exempt

Schedule: 25–30 hours per week | In-office

Reports to: Executive Director

Benefits: FACE provides paid sick leave at a rate of 1 hour for every 30 hours worked, with a minimum accrual of 40 hours per year.

Compensation: \$23.50–\$25.50 per hour. Placement within the range will reflect experience, qualifications, and organizational equity.

About FACE

The Foundation for Animal Care and Education (FACE) is a 501(c)(3) public charity dedicated to enhance and preserve the quality of life of animals by providing access to necessary medical care and education.

Through grants to qualified families and partnerships with veterinary hospitals, donors, and community supporters, FACE helps keep beloved pets with the people who love them.

Position Summary

FACE seeks an organized, service-oriented Administrative & Retail (Operations) Associate to join our small, mission-driven team. This essential in-office role supports daily operations, donor stewardship, fundraising administration, and Wag N' Purr Shop—our integrated retail boutique which functions as a unique donor engagement and fundraising mechanism.

You will interact with donors, veterinary partners, retail customers, Board members, volunteers, and community collaborators. Every task—whether answering a call, processing a donation, or coordinating a Tree of Life tribute—directly contributes to saving and improving the lives of animals in our community.

If you are energized by meaningful work and thrive in a collaborative, purpose-driven environment, we will love to meet you.

Administrative Responsibilities (50%)

- Serve as a welcoming and professional representative of FACE by answering and routing incoming emails and calls and manage donor inquiries with warmth and professionalism.
- Maintain and update donor, customer, volunteer, and partner records and reports.
- Support fundraising and program operations using Shopify, Salesforce, Fundraise Up, Excel, and related systems.

- Track and process In-Memory and Tree of Life donations, including acknowledgments and documentation.
 - Coordinate with veterinary partners, donors, and the FACE artist on commemorative portraits and leaf paintings.
 - Prepare and process acknowledgments for donor contributions; coordinate Executive Director signatures and ensure proper documentation in Salesforce
 - Assist with Gift-In-Kind documentation and event support as needed.
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Wag N' Purr Shop Retail Responsibilities (50%)

- Under the direction of the FACE Board President, collaborate with Wag N' Purr volunteers to support our resale boutique operations.
 - Manage inventory, SKUs, ordering of supplies, and stock organization
 - Prepare and pull inventory for events; attend events as assigned.
 - Help with product entry and descriptions in Shopify as needed.
 - Manage incoming and outgoing shipments and coordinate delivery to postal services.
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Physical Requirements

- Valid California driver's license.
 - Ability to work at a desktop or laptop computer for extended periods.
 - Ability to lift and move retail inventory and supplies as needed.
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Qualifications

- Genuine passion for animal welfare and alignment with FACE's mission.
 - High school diploma or GED required; nonprofit experience a plus.
 - Strong written and verbal communication skills.
 - Proficiency in Microsoft Office Suite (especially Excel and Word); experience with Salesforce or similar CRM and Shopify preferred.
 - Highly organized, self-directed, and able to prioritize effectively.
 - Professional, patient and warm presence when interacting with donors, Board members, volunteers, and veterinary partners.
 - Commitment to confidentiality and teamwork.
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