

Pet Assistance for Low-income Seniors (PALS) Coordinator

Senior Services for South Sound



Opening Date: 10/2/2026
Closing Date: Continuous – Open until filled.
Department: Client Services
Job Type: Non-Exempt, 0.25 FTE – **10 hours per week**
Wage: New hires start at **\$20.00** per hour. This position is a Step 2 of the internal salary schedule which has a range of \$19.36–27.42/hour. Opportunity for wage increase is based on passing the annual review, satisfactory job performance, availability of budgetary funds, and market factors.
Benefits: Retirement: If expected to earn \$5k in compensation per year, tax-deferred Simple IRA with company matching up to 3% of gross is available.
Pet Insurance: Available to all employees.
Employee Assistance Program: Available to all employees.
Paid sick leave in compliance with WA state standards.
Location: Headquarters in Olympia, WA, opportunity for Hybrid work.

Senior Services for South Sound is looking for a Coordinator in our Pet Assistance for Low-income Seniors Program for 10 hours per week who will help oversee all aspects of the program. Come join an amazing team and help us drive our PALS program goals in support of our organization's mission and exciting growth!

Senior Services for South Sound (SSSS) is a highly mission-driven 501(c)(3) dedicated to improving the quality of life for people as they age. While the focus is on delivering great service to seniors, our organization is filled with caring, thoughtful people who have a lot of fun and heart. As a diverse organization that values integrity, inclusion, respect, results, and service excellence, we are a positive culture where employees are engaged, empowered, and appreciated.

Moreover, we offer awesome **benefits!**

- *Sick Leave* in proportion to the FTE with up to 8 hours in a calendar month and no less than 1 hour for every 40 hours worked;
- *Retirement* if expected to earn \$5k or more in the calendar year, the employer will match the employee contribution, dollar for dollar up to 3% of the employee's gross annual salary in a Simple IRA; and
- *Pet Insurance* and *Employee Assistance Program* available to all employees.

What you will be doing:

We're looking for a **program Coordinator** working **10 hours a week** to drive the PALS program by receiving, tracking, and ensuring timely payments of senior pet assistance requests; stay within monthly budget targets; and closely collaborate and partner with veterinary offices and other pet organizations to bring together maximum funding resources for seniors' pets.

Key outcomes:

The Manager:

- Receives and responds to funding requests from clients in a timely manner;
- Verifies funding requests meet the guidelines;

- Sends vetted requests to the Director for approval and verifies appointments, benefit limits and payment process with veterinarian offices;
- Adds funding requests to appointment calendar and confirms with client;
- Upon completion of service appointment, completes and ensures accurate processing of invoices and payments;
- Completes monthly reports and metrics;
- Maintains detailed documentation;
- Ensures funding remains within budget;
- Provides client referrals as necessary;
- Maintains awareness and knowledge of senior pet care issues;
- Ensures good communication with staff, volunteers, and partners;
- Attends check-ins, meetings, and other trainings and events as required; and
- Performs other duties as assigned.

What you will bring:

- Valid WA state Driver's License or other form of U.S. government issued ID to validate identity, age and ability to work in the U.S.
- High school diploma or equivalent; and
- 1 year experience in customer service/public facing role.
- KSAs: knowledge of special needs of older adults; outgoing; ability to function as a team member, work independently, use good judgment, and a go-getter, work cooperatively with clients, providers, other staff and volunteers; communicates well both orally, in writing, on the phone.

Preferred:

Applicants who also possess the following *may* receive additional consideration from the hiring manager:

- Associate's degree or higher; and
- 1 year experience in program administration including financial management and 1 year experience in the pet industry.

Request a full job description from hr@southsoundseniors.org.

Why work at SSSS?

Senior Services for South Sound is committed to enhancing the quality of life for people as they age and having fun doing it. With a culture of inclusion and positivity, the goal of enriching the lives of seniors is powered by dedicated, inspiring people delivering programs such as Brighter Days Adult Day Program, Meals on Wheels, Senior Community Dining, Senior Transportation, Supportive Services, Health, and Wellness Programs, Adult Learning, Independent Living, and activities and classes featured at our two centers. Moreover, we believe in supporting and taking care of our employees, offering medical, retirement, and paid vacations to eligible employees. Apply with your **cover letter, resume or CV, and 3 professional references** today!

**The hiring authority may make a hiring decision at any time. Initial screening will begin on October 2, 2026. It is to the applicant's advantage to submit materials as soon as possible and request a complete job description. The candidate pool certified from this recruitment may be used to fill future similar vacancies for up to six months. **Senior Services for South Sound (SSSS) is an equal opportunity employer and does not discriminate based on age, sex (including gender identity), marital status, sexual orientation, race, creed, color, national origin, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability. If you require a reasonable accommodation to participate in the hiring process or would like a copy of the complete job description, please contact Human Resources.*

Contact:

Senior Services for South Sound, 222 Columbia Street NW, Olympia, WA 98501

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