



Title: Community Cat Coordinator

Position Summary: The Community Cat Coordinator is a mid-level, hands-on position responsible for the oversight of the animals, staff and/or volunteers, and creates and maintains a positive and supportive environment for the public and staff/volunteers in a way that reflects the values and mission of Animal Rescue League (ARL) and the Working Cat/TNR/RTF Programs for less socialized cats that come into the shelter. This position includes physical labor, administrative, supervisory and personnel-related duties.

Supervisor: Placement Manager

Examples of Duties and Responsibilities:

- Assist in the development, implementation and maintenance of operational and organizational policies, animal database system and other related software
- Evaluate animal care related services and recommend improvements to enhance and promote adoption and general public support of the Working Cat/TNR/RTF Programs
- Work directly with ARL staff to manage the cat population daily including the movement of animals through the shelter, barn and Working Cat/TNR/RTF Programs
- Work directly with Marketing to effectively promote the Working Cat/TNR/RTF Programs
- Create surgery lists and vet check lists as needed for Working Cat/TNR/RTF population
- Coordinate vetting of the barn cats
- Train, supervise and support staff/volunteers in daily operations; supervise in conjunction with the Volunteer & Outreach Coordinator; ensure customer service is exceptional at all times
- Work directly with ARL barn animal care staff on space/housing issues as needed
- Work directly with volunteers and clients for RTF program & TNR trapping, surgery and release
- Oversee and physically assist staff/volunteers as needed for organization of barn cat housing: matching cats with suitable sized crates, creating/installing enrichment items (assembling/disassembling crates, creating/installing shelving, hammocks, scratching posts) based on changing cat population and individual needs of cats
- Supervise, train and implement behavioral evaluation, progress and enrichment practices, including the recording of information in the animal records/database
- Perform inventory checks and ordering to ensure that the staff/volunteers have the adequate supplies required to provide animal care, housing and enrichment
- Oversee the facilitation of visitor/animal interactions to ensure a safe and pleasant experience
- Model professionalism and exceptional customer service while actively promoting ARL's mission, services, programs and events, adhering to ARL's policies and guidelines, and provide a non-judgmental, positive atmosphere/experience for visitors, callers, online communications, staff and volunteers.
- Oversee the accurate and thorough completion of daily animal care documentation; maintain database entries, animal and person records and other related forms
- Follow established protocols to clean, disinfect and maintain all animal areas
- Close and secure the barn/facility at the end of the shift, following site security protocols, as needed
- Work cooperatively with all shelter departments and staff on effective daily operation of the program activities
- Other responsibilities as assigned by the Placement Manager

Ideal candidate will have the following skills/requirements:

- High school diploma or its educational equivalent
- Valid and current PA State Driver's License in good standing
- Genuine belief in the ARL's overall mission; empathy and compassion specifically for community cats and willingness to work directly with the cats and people who also empathize with them
- Prior experience with/exposure to TNR, socializing of feral/less friendly cats is a plus
- Some supervisory experience with a demonstrated ability to direct, lead, delegate and problem solve with innovative solutions and offer support with a positive attitude
- Some mechanical aptitude; familiarity/experience with basic carpentry skills using hand and power tools is a plus
- Exemplary customer service skills
- Exceptional attention to detail with spatial, administrative organizational skills with the ability to multi-task
- Ability to interact with cats in a calm, non-threatening manner
- Knowledge of outdoor/community/feral cat behavior, behavior modification methods, evaluation and enrichment practices
- Able to work well under pressure, in emotionally charged situations and handle confrontation politely and professionally while finding a solution
- Ability to work outside in variety of weather conditions doing light/moderate physical labor, as needed
- Ability to positively interact with colleagues, coworkers, and community members from widely varied backgrounds with integrity and honesty throughout all facets of the position, maintaining confidentiality at all times
- Excellent written and verbal communication skills; Proficiency with computers and software: MS Word, MS Excel, MS Outlook and/or Google Sheets, Google Docs, ability to learn shelter software and/or other applications as needed
- Willingness to work as a team member, pitch in as needed and have fun

Work Environment:

- Exposure to odors and airborne particles including animal fur, chemicals and typical materials found in barns (straw, hay, dust, dirt, manure, insects, etc.)
- Basic working environment is within sheltered barn but open to weather conditions; transporting supplies and other tasks requires the coordinator to work outside on shelter grounds as well as outside at new barn locations
- High levels of noise
- Can be fast-paced and stressful, working with emotional clients
- Department Hours of operation between 8am and 9pm seven days a week, flexible work hours will be required (including holidays, weekends, and overtime)
- Physical requirements include being able to withstand prolonged periods of sitting or standing; lifting or moving up to 50 pounds.

Overtime: This position is eligible for overtime.

Full-time, non-exempt, competitive salary, education opportunities, plus benefits, including medical, prescription, vision and dental insurance, sick leave, annual leave, and IRA plan. Will require nighttime, weekend and holiday work.

Note: This job description is not intended to be all-inclusive. Employees may be required to perform other related duties to meet the on-going needs of the organization.

Animal Rescue League is committed to being an Equal Opportunity Employer, and does not discriminate because of race, color, creed, gender, religion, national origin, disability, age, pregnancy, genetic predisposition or carrier status, marital status, citizenship status, or sexual orientation. Accommodations will be provided to qualified individuals requiring them. EOE/M/F/D/V/SO.