

PALM VALLEY ANIMAL SOCIETY

JOB DESCRIPTION



COMMUNITY CAT PROGRAM ASSISTANT COORDINATOR

REPORTS TO: Senior Manager of Lifesaving Programs

LOCATION: PVAS Locations as needed

POSITION OVERVIEW

The Community Cat Program Assistant Coordinator assists with day-to-day aspects of the Community Cat Program (CCP). The CCP involves spaying/neutering, vaccinating, ear-tipping and returning outdoor cats brought into the shelter to their home colony location based on the address of the individual bringing in the cat (Return-to-Field or RTF cats); identifying caregivers and other cats in the area during such returns and arranging for trap-neuter-return (TNR) of the remaining colony; responding to nuisance complaints and offering the public advice and deterrents to solve issues with community cats; and working with the community to conduct TNR in other colony areas as identified by the public.

POSITION REQUIREMENTS

EDUCATION AND LICENSURE REQUIREMENTS

- High school diploma or equivalent.
- Ability to communicate in the English language effectively in oral and written form.
- Proven written and verbal skills. Spanish speaking/writing preferred.
- Some computer knowledge required; comfortable with Google Suites, Word, keyboarding, and use of communication tools such as Instant Messenger and email.
- Over the age of 21 yrs. with a valid Driver's License and good driving record that will meet the standards of our insurance carrier.

EXPERIENCE REQUIREMENTS

- Strong experience with customer service in a fast-paced, high-stress ever-changing environment.
- Experience with community/feral cats with knowledge about how to safely operate cat traps and effectively educate people about the process of TNR in a clear manner.
- Knowledge of cat health issues, behavior, handling and care; comfort level working with all cats, including those with health concerns/conditions, some of which may include a variety of zoonotic diseases.

PERSONAL REQUIREMENTS

- Be flexible in attitude and work habits.
- Strong organizational skills, communication skills, and customer service oriented.
- Good attention to detail with strong organizational and time management skills.
- Ability to work in an animal care facility where euthanasia is performed.
- Ability to work independently and use judgement within established guidelines and meet deadlines.
- Ability to quickly learn additional software applications, such as shelter management software.
- Good leadership skills with the ability to think quickly on your feet.
- Excellent people skills. You must be friendly, confident in your knowledge and able to convey your message clearly.

- Resourceful, “roll up the sleeves” attitude. The successful candidate must have the initiative and flexibility to persist until goals are achieved.
- Strong conflict management skills. You will be working with diverse groups and individuals and must keep focused.
- Strong interpersonal skills especially when handling sensitive and confidential situations.
- Able to work varying hours, which may include early/late hours, split shifts, holidays, and/or weekends.
- Must be able to work in weather between extreme hot and cold.
- Comfortable spending long hours driving a transport van, alone or with a partner, in various road and weather conditions.
- **Physical Effort**: Work requires lifting and carrying records and equipment weighing up to 50 lbs; requires sitting and standing for extended periods or time; requires extended periods of screen time; requires require driving short distances for long periods of time on a daily basis. Ability to bend, stoop, reach, climb, twist, crawl, stand and walk for an extended period.
- Must be able to sit, doing repetitive typing, arm and hand motions, and look at a computer screen for extended periods of time.
- **Working conditions**: May be exposed to unpleasant odors, loud noises and animal feces for an extended time period. May be exposed to bites, scratches and contagious diseases.

PERFORMANCE EXPECTATIONS

- Work with various staff and animal control officers to manage complaint calls in a way that aligns with the program.
- Complaint and conflict resolution for these calls often includes visiting colony locations, speaking with the public and implementing solutions using deterrents, and various problem-solving skills.
- Provide direct and indirect TNR assistance/support for the community by humane trapping practices and safe handling for all cats as well as training for the public on the best practices in the field.
- Drive the program transport van to/from each location (shelter, clinic, & colony) for cat returns, pick-ups and trapping appointments according to the schedule provided.
- Safely transport all cats and ensure that they are organized appropriately and properly labeled throughout the process to guarantee cats are returned to the correct location.
- Perform outreach in under-served communities through block- walking, door- knocking and by hanging flyers in identified neighborhoods.
- Assist with regular rounds of the shelter to identify cats that qualify for the program, identifying/labeling them according to shelter protocol.
- Work with other CCP staff and volunteers to operate a trap-loan system and keep accurate records for those loans.
- Deliver trapping supplies to the public when needed.
- Ensure traps are kept in working order, clean/sanitized and clearly marked with Best Friends tag.
- Maintain adequate trapping supplies so that they are always available in the vans including newspaper, food, and trap covers.
- Communicate with veterinary staff and caregivers regarding medical concerns, treatments, etc.
- Clean the cat holding area when required.
- Completing van logs to ensure proper maintenance and care is performed regularly.
- Assist program coordinator with making reminder calls to clients for appointments, and rework and reschedule last-minute changes.
- Work with the program coordinators, volunteers and veterinary staff to ensure that there are no scheduling problems.
- Assist program coordinators with administrative duties such as answering dedicated hotline and email accounts and inputting accurate data entry, as needed.

- Assist coordinators in setting up cat relocation sites for rare circumstances where a cat cannot be returned to the original location.
- Provide stories, photos/videos to program manager to showcase successes of the program, with an emphasis on representing community residents and their cats.
- Work with other staff to effectively utilize volunteers to support the work of the program.
- Able to professionally advocate for Best Friends' position on issues.

Teamwork/Attitude

- Attend weekly staff meetings and others as necessary.
- Demonstrates personal accountability to ensure that all responsibilities are completed effectively and in a timely manner
- Work closely within a team and other departments to support the mission of Palm Valley Animal Society.
- Provide accurate and detailed weekly and monthly updates to Management and other affected departments regarding prior week and/or upcoming CCP activities.
- Feel and express a genuine liking for animals and compassion for their owners.

Communication

- Can conduct oneself in a tactful, confident and professional manner with families in the community even when situations are stressful and/or focused on individual tasks.
- Can deal intelligibly, pleasantly and efficiently with partners, often doing several things at one time.
- Can outline agreement terms in a positive light while supporting shelter policies.
- Can turn public inquiries into CCP partnerships through relationship building and bonding, timely communication.
- Accurate record-keeping and ability to provide monthly reports on various programs.

Area Maintenance

- Can maintain a professional appearance of your work space and the transport van through cleaning and organization.
- Maintain inventory and request orders of CCP supplies as needed.

Organization/Time Management

- Can work consistently in the presence of other staff members, the general public and distractions.
- Understands and carries out oral and written directions.

Performs other duties as assigned

Signed _____ Date _____