



Cat Program Coordinator

Position Status: Full-Time, Non-Exempt
Reports to: Director of Operations
Work Hours: 8:00 am – 4:30 pm, Tuesday – Saturday
Date Revised: February 2020

PURPOSE OF THE POSITION

The Cat Program Coordinator (CPC) is responsible for overseeing all aspects of the Cat Program at APF, including daily care and enrichment, creating behavior plans for cats, adoption promotion, as well as staff and volunteer training. The CPC works to ensure effective operations while also providing outstanding customer service. The CPC assures that processes are in the best interests of the animals and people of our community including supporting the APF's Live Release Rate (LRR) goals and counseling for pet retention whenever feasible. This position will be tasked with expanding the cat program to assist cats in need in the community through program development and implementation. The CPC serves as a trainer, role-model and mentor to staff for providing outstanding care to APF's feline residents and seeks creative solutions for the cats in our community.

Internally, the CPC works in close coordination with the Veterinary Staff, Director of Operations, Client Services Coordinator, Dog Program Coordinator, Community Engagement Coordinator, Animal and Client Care Specialists (ACCS), Volunteers, and other APF personnel. Externally, the CPC has frequent interactions with clients from the community, rescue organizations, and county health department representatives. The CPC must be a professional, self-motivated, positive, goal oriented, and organized individual with excellent interpersonal communication and problem solving skills. All employees are expected to exemplify, mentor, and reinforce the APF Mission, Vision and Values and all board policies.

DUTIES AND RESPONSIBILITIES

This position is responsible for ensuring the APF feline program exceeds field standards in regards to daily care, enrichment, disease control, and low-stress handling of cats. The CPC oversees the evaluation and promotion of cats for placement options and routing of cats through the building. The CPC will also be the primary contact for coordinating cat transfers to other animal welfare organizations. This position is responsible for overseeing development of all feline program related SOPs.

Feline Program 50%

- Evaluate, maintain or implement daily care and enrichment protocols for cats in care at the APF.
- Create behavior plans for cats in care to ensure they

- Work with staff and volunteers to find positive outcomes for APF cats.
- Be a resource to adopters and cat owners in the community for advice, tips, and counseling regarding behavioral concerns with the goal of pet retention.
- Works with Community Engagement Coordinator to schedule and train volunteers for feline care, behavior training and adoption counseling.
- Expand the adoption program for cats to increase placement options, improve match-making abilities of staff and volunteers, and improve the customer experience.
- Work with staff to create and implement consistent training, enrichment, stress reduction and behavior programs for shelter cats. Document all behavior information appropriately to help facilitate successful adoptions through clear and accessible communications.
- In partnership with Animal & Client Care Specialists, prepare cats for adoption, including creating adoption profiles, taking pictures, and updating team members on each cat moving up for adoption.
- Monitor and report any animal health or behavioral concerns and observations to veterinary staff as appropriate.
- Continually update and monitor communication tools such as tracking sheets, white boards and cage signage to ensure the safety of staff and volunteers.
- Assist Veterinary Staff in monitoring the overall health of all cats in care, and assist with handling cats for medical procedures when needed, including intake exams, vaccinations, and euthanasia.
- Assist in the adoption process by introducing cats to potential adopters, discussing care and concerns, reviewing the pets' history through open and understanding communication. Provide post-adoption support and additional counseling as needed to ensure successful matches and positive client experiences.
- Responds to customer concerns and works with clients and staff to develop positive solutions, keeping APF's mission, goals and focus on high quality customer care in mind.
- In conjunction with Veterinary Staff and other shelter staff, coordinate the flow of cats through the shelter from intake to outcome; ensure that they move through the process efficiently, including leading decision-making discussions for outcome options such as adoption, rescue/transfer, and euthanasia.
- Research current trends and best practices in feline care and behavior as well as relevant research from the animal welfare field. In conjunction with team members, develop and implement programs to better meet the needs of clients and animals.

Leadership 20%

- Role-models APF values and employee expectations in all interactions
- Trains and oversees Cat Care staff and volunteers while maintaining and promoting a positive work environment. Provides coaching and effective training to keep staff at a level necessary to achieve APF's mission, goals and highest quality of animal and client care.

- Participate in weekly and monthly staff meetings, provides clear and important cat and program information to team members
- Serve as a mentor to assigned staff to increase individual skills and knowledge.
- Coach staff to resolve complex or difficult situations, suggest alternatives, and promote and assure high quality pet care and work environment.
- Promote a safe workplace through maintaining work rules and safety training programs which comply with standards set by the APF and other regulatory agencies such as OSHA.
- Create and maintain training materials including manuals, forms, protocols, and procedures for feline care related tasks.
- Build relationships with area animal welfare organizations to expand the APF's network and ability to better serve the cats in our community.
- Represent APF in a variety of promotional opportunities, including videos on social media and interviews with local media.
- Recognizes and reports maintenance and OSHA safety concerns to the appropriate individual to ensure a well-maintained facility and OSHA compliance.

Record Keeping 10%

- Maintain and create SOPs related to the feline program.
- Ensure animal database and related feline records are accurate and up-to-date.
- Assist in maintaining the accuracy and professional appearance of animal identification records in the animal care areas. Responsible for accurate and legible cage cards on all cat housing at all times. Includes maintenance of animal records, behavior logs, charts, and other vital information records.
- Compile reports and maintain light record keeping, including department statistics.

Fiscal Management 10%

- Contribute to the annual budget process by making recommendations for maintaining or improving revenue generation and operating within the approved expense budget.
- Monitor budget line items on a monthly and annual basis as assigned.
- Ensure purchase requisitions and invoices are submitted in a timely manner.
- Use technology to enhance and improve the efficiency of shelter operations.
- May be assigned to work in departments temporarily, permanently or for cross training.
- Perform other duties as assigned by the Director of Operations or Executive Director.

SUPERVISORY RESPONSIBILITIES

Responsible for the training and coaching of animal care staff and volunteers.

CONTACT & WORKING WITH OTHERS

Has regular contact with other APF employees and volunteers from all departments. Has regular contact with the public and representatives from rescue groups, school groups, town clerks,

county health department representatives and others in and out of the APF. Contacts with others will require compassion, tactful exchanges and a professional demeanor. Communicates in a way that demonstrates and promotes collaboration, cooperation, problem solving and interpersonal skills to foster a positive work environment, team work and productivity.

WORKING CONDITIONS

Has regular contact with animals with varying degrees of domesticity and physical condition. Works directly with animal wastes, kennel cleaners and disinfectants, soiled kennels, animal bedding and dishes. You will be exposed to loud noises. You may be exposed to zoonotic diseases. Will work continuously with other shelter workers, volunteers and members of the public. Will have access to protective equipment such as gloves, protective eye and ear wear, etc.

PHYSICAL DEMANDS

Ability to stay standing or active during entire shift. Must be able to lift a minimum of 50 lbs. Work performed both in and out of shelter requires lifting, bending, stooping, pushing and other strenuous activities. Must be willing and capable of working outdoors in all weather conditions.

REQUIREMENTS

- **Education and Experience:** Minimum of Bachelor's degree in animal related focus preferred. Must be able to read, write and speak clearly in English so that written and verbal instructions can be followed. Experience in animal welfare, animal handling, and customer service required. Fear Free Certified preferred; certification required upon hiring. Experience with Microsoft Office products, and ability to learn animal database system required.
- **Knowledge:** Preferred candidates will have knowledge of companion animal health care, veterinary facility sanitation, feline behavior, control and handling of cats and other animals as well as knowledge and training related to customer service.
- **Skills:** Must be able to communicate with the staff, public and agencies/organization representatives in a positive, informative manner. Must have the ability to work cooperatively with people and think on their feet in challenging situations. Must be able to demonstrate safe working habits for self, the animals and the public.
- **Additional requirements:** Must be able to work holidays and weekends as assigned and meet the physical requirements of the job. Must have and maintain a valid New York State driver's license.

NOTE:

The Animal Protective Foundation is an Equal Opportunity Employer. We do not discriminate on the grounds of age, race, religion, national origin, sex, sexual orientation, marital status, disability or any class protected by law.

The Animal Protective Foundation is an At-Will employer. This is not a contract for employment. The Animal Protective Foundation reserves the right to change job descriptions and job schedules at any time without employee consent to meet changing needs of the organization.

By signing below you are asserting that you are physically able to perform these duties with or without accommodations.

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| Printed Name | Signature | Date |
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List any accommodations needed to assist you in successfully completing these duties.