

Cat Behavior Team Lead Volunteer Position

DESCRIPTION

The basic function is to manage, guide and support Cat Behavior team members, and ensure all emails/voicemails from adopters and fosters to the team are responded to appropriately and in a timely manner.

WORKING RELATIONSHIPS

Cat Behavior Team Lead reports to the Cat Adoption Manager.

In addition to adopters, fosters and Cat Behavior team volunteers, Cat Behavior Team Lead works with Cat Adoption team, Cat Foster team and Medical team.

DUTIES AND RESPONSIBILITIES

- Ensure that emails are being answered by team members within 24 hours of receipt, and voicemails within 48 hours, and that answers are polite, appropriate and helpful.
- Ensure that team members are trained, given Cat Behavior Team Manual as well as additional information and access to shared team documentation.
- Provide aid and guidance to team members who are struggling with a particular question or situation.
- Ensure that information is being entered daily on team spreadsheet, and transferred twice weekly into behavioral memos on cat records in Shelterluv.
- Ensure all days are covered when team members take vacation, etc., and find and recruit new team members when necessary.
- Send weekly reports on team progress and problems to the Cat Adoption Manager.
- Update Cat Behavior Team Manual when necessary.

REQUIRED QUALIFICATIONS

- Excellent written communication and phone etiquette.
- Experience with cats and knowledge of common cat behavior issues.
- Ability to de-escalate situations and provide compassionate guidance and support to fosters/adopters who may be upset/stressed, as well as to Cat Behavior team members as they work with the public.
- Knowledge of email, Google voicemail and Google docs (particularly shared spreadsheet), as well as managing in Google Groups.
- Basic knowledge of and access to Shelterluv: searching records and adding behavioral memos.

EXPECTATIONS

- Contribute to the success of Austin Pets Alive! by providing management, support and guidance to Cat Behavior team members to keep the team running smoothly and ensure all emails/voicemails are responded to and information is saved and shared with other teams where necessary.
- Must embody APA!'s core values of innovation, respect, drive, resourcefulness, and inclusion
- Commitment to APA!'s customer experience expectations
- Willing and committed to working well with volunteers and staff in all roles

- All volunteers are expected to uphold by APA!'s Core Values when present on grounds and representing APA! publicly.

TIME COMMITMENT

Approximately 1-5 hours per week.

LOCATION

Offsite/Remote Position (telecommuting)

Please note, all volunteer positions are unpaid and do not qualify for employee benefits.