

Cat Programs Job Descriptions Staff Positions

The following list is for all positions within the Austin Pets Alive! Cat Programs. This list may update frequently as new positions are created or job duties are modified.

These descriptions are listed in order to assist you in developing descriptions at your Organization and may not represent the full scope of a position needed depending on your individual shelter or rescue.

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Adoptions

Lead Cat Adoption Counselor

Basic Function

The basic function of the Lead Cat Adoption Counselor is to help oversee that offsite catteries are being managed according to established policies and procedures. Key functions of the Lead Cat Adoption Counselor include ensuring health, safety, and cleanliness at offsite catteries, developing new policies and procedures to promote cat health and well being, and providing support for other Cat Adoption Counselors.

Reporting Relationships

The Lead Cat Adoption Counselor reports to the Offsite Cattery Manager. Duties may differ slightly from this Job Description; all duties are outlined by the Offsite Cattery Manager. The Lead Cat Adoption Counselor serves as the Manager on Duty at TLAC as needed.

Duties and Responsibilities

- Ensure each offsite cattery is visited once per week to verify all policies and procedures are being followed. Each cattery is checked for cleanliness, resident cats health is checked (including visual ringworm screening), and needed supplies are restocked. If policies and procedures are not being met at an offsite, Lead Cat Adoption Counselor will advise Cat Adoption Counselors on how to remedy the situation and work with the Cat Program Managers to develop an Action Plan.
- Verify all cats at offsite catteries are current on vaccines and preventatives; ensure the Senior Cat Adoption Counselors are managing preventatives properly.
- Manage Offsite Cat Behavior Plan: Input cat behavior notes into Petpoint; ensure Cat Behavior Plans are being completed by Adoption Counselors, and develop and implement the behavior Color Coding System to identify behavior levels of cats at offsite catteries.
- Develop new policies and procedures to promote cat health, well-being, and facilitate adoptions at offsite catteries.
- Available to be on-call two days per week to answer inquiries from Cat Adoption Counselors and transport cats with urgent medical needs or cats requiring staff-only handling.
- Train new counselors; retrain or provide additional training to existing counselors as needed.
- Work closely with the Offsite Cattery Manager, Cat Adoption Manager, and Ringworm Ward Manager to develop best practices, minimize disease, and improve adoptions.
- Serve as the Manager on Duty at TLAC as needed.

QUALIFICATIONS & EXPERIENCE

Lead Cat Adoption Counselors meet all requirements of the Senior Cat Adoption Counselor position, plus:

- Advanced knowledge and experience in feline health, shelter cleaning procedures, cat behavior, and shelter population management. Continues education in these areas as opportunities arise.
- Working knowledge of each adoption site including TLAC, the requirements, policies, and procedures of each site, is comfortable and capable of working any adoption site.
- Works well with other Cat Adoption Counselors and is comfortable providing instruction and guidance to Cat Adoption Counselors.
- Must have management experience.

Offsite Adoption Counselor

Basic Function

The basic function of the Offsite Adoption Counselor is to facilitate cat adoptions through APA!'s eight Austin area offsite catteries. Key functions of the Offsite Adoption Counselor include providing counseling to adopters, ensuring the home is a right match for an animal, adhering to APA! adoption guidelines, and completing all aspects of the adoption process. The Counselor is also responsible for providing quality animal care to the cattery residents, including feeding, cleaning, observing, and reporting any health concerns. The Counselor is expected to provide exemplary customer service to the community and maintain positive relationships with APA! adoption partners.

Reporting Relationships

The Offsite Adoption Counselor works under the supervision of the Lead Offsite Adoption Counselor. Duties may differ slightly from this Job Description; all duties are outlined by the Lead Offsite Adoption Counselor.

Duties and Responsibilities

General

- Counsel adopters, review applications, and approve/deny applications.
- Maintain relevant written records, enter/retrieve information on computer.
- Attend training and train other personnel.
- Assist other personnel and other organizations as necessary.
- Provide information and education to public.
- Handle cash according to APA! policies.

Animal Care

- Receive and handle cats and kittens, including those of unknown temperament, and aggressive, sick, and injured animals.
- Monitor physical condition of animals and advise veterinarian or applicable staff as needed.
- Check for current rabies vaccinations.
- Document all vaccinations and medicines administered.
- Provide exercise and grooming for animals in care.
- Transport animals safely to and from adoption events or TLAC as requested.
- Assist with cleaning animal areas as needed

Qualifications & Experience

- Experience working with cats in a professional setting (shelter, rescue, veterinary office, etc.).
- Must have a valid driver's license with auto insurance.
- Transportation to/from offsite locations and ability to transport cats as needed while working.
- Must have a cell phone.
- Ability to access and respond to email daily.
- Commitment to the values and mission of APA! including sustaining a no-kill Austin and treating animals in APA! custody with compassion, kindness, and quality care.

Senior Cat Adoption Counselor

Basic Function

The basic function of the Senior Cat Adoption Counselor is to provide counseling to adopters ensuring the home is the right match for an animal. Key functions of the Senior Cat Adoption Counselor include providing information to adoptive families about adoption policies and how to care for a new animal, providing customer service to adopters, mediating animal related complaints, providing follow up calls to ensure issues are addressed, scheduling and monitoring the performance of cat adoption counselors, and providing animal care.

Reporting Relationships

The Senior Cat Adoption Counselor reports to the Cat Programs Manager. Duties may differ slightly from this Job Description; all duties are outlined by the Cat Programs Manager.

Duties and Responsibilities

- Track vaccine and preventatives required for program cats, ensure that all cats in the program are current on required preventatives, and carry out a plan of action to ensure all cats receive required preventatives in a timely manner. This includes scheduling necessary services with the APA! Medical Clinic and transporting, if necessary.
- Mentor and/or train new cat adoption counselors.
- Coordinate volunteer activities, including presenting at Volunteer Orientations.
- Work closely with Team Leads and Program Managers to implement new programs and assist with administrative tasks as needed.
- Available to fill in for positions in other Cat Programs as needed.
- Available to assist with cat transport and supply runs as requested by Cat Program Manager.

Qualifications & Experience

- Senior Cat Adoption Counselors meet all requirements of the Cat Adoption Counselor position, plus:
 - Employed with APA! for 12 months or longer.
 - Cross-trained and capable of working at multiple locations or in multiple programs (i.e., Offsite, TLAC, Ringworm, Barn Cat Program, Bottle Baby).
 - Consistently demonstrates exemplary job performance.
 - Acceptable or superior attendance records.
 - No verbal or written warnings, or Action Plans, entered into their employee file in the past six months.
 - Consistently demonstrates leadership, responsibility, initiative, helpfulness, and goes above and beyond basic job duties.
 - Consistently shows dedication to the APA! mission, demonstrates a desire to grow within the organization, and provides exceptional animal care.

TLAC Cat Adoption Counselor

Basic Function

The purpose of the TLAC Cat Adoption Counselor position is to provide counseling to adopters in regards to the care for their new animal or animal of interest, ensure their home is the right match for the cat or kitten, ensure the adopters adhere to APA! adoption guidelines and ensure they complete all aspects of the adoption process. TLAC Cat Adoption Counselors are also responsible for providing quality animal care to the cattery residents, including feeding, cleaning, observing and reporting any health concerns. The Cat counselor will be expected to provide exemplary customer service to the community.

Working Relationships

TLAC Cat Adoption Counselors will work closely with the Cat Program Managers, Cat Care Specialists, Cat Kennel Techs, volunteers, and Clinic Veterinary Technicians.

Reporting Relationships

TLAC Cat Adoption Counselors report to the Cat Program Manager.

Duties And Responsibilities

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

- Adhering to APA! open adoption philosophy and training, counsel adopters, review applications, and approve/deny adoption applications, all while providing exemplary customer service.
- Receive, medicate, handle and kennel cats and kittens, including those of unknown temperament, and aggressive, sick and injured animals, and those with zoonotic illness.
- Provide exercise, grooming, and enrichment for animals in care.
- Document all vaccinations and medicines administered.
- Check for current vaccinations, giving vaccines when required.
- Maintain relevant written records, enter/retrieve information on computer, communicate effectively with managers and coworkers.
- Monitor physical condition of animals and advise veterinarian or applicable staff as needed.
- Assist other personnel and other organizations as necessary.
- Provide information and education to public.
- Assist with cleaning animal areas as needed, adhering to strict sanitation protocols
- Coordinate volunteer activities.
- Handle cash according to APA policies.

Qualifications & Skills

- Experience working with cats in a professional setting (shelter, rescue, veterinary office, etc.).
- Ability to handle cats safely and with kindness at all times, without exception.
- Ability to recognize, understand, and address various animal behaviors and illnesses.
- Customer service experience.
- Ability to work 10-12 hours independently and with minimal breaks.
- Pass driving record and background checks.
- Cell phone.
- Ability to access and respond to email daily.
- Ability to multitask and make decisions.
- Acts with integrity at all times.
- Must be able to work in a high volume, fast paced, high stress environment. Self motivated, great attitude, team-oriented a must.
- Weekend availability required.
- Ability to represent Austin Pets Alive professionally at all times with the public and other APA! staff.
- Excellent organizational and communication skills, both verbal and written.
- Ability to learn, and quickly adapt to changes in programs and procedures.
- Commitment to the values and mission of Austin Pets Alive! including sustaining a no-kill Austin and treating animals in our custody with compassion, kindness, and quality care.

Physical Job Requirements

- Ability to lift at least 40 lbs and stand on feet for long periods of the day, able to work both indoors and outdoors at all times of the year.
- Must be able to work with and around animals of unknown temperaments and those with zoonotic conditions.
- Must be able to work with and around chemicals, detergents, and cleaners.

Time Commitment

This is a full time, hourly position of 40 hours per week. This position is eligible for full time employee benefits including insurance and paid time off.

Location

Town Lake Animal Center, Tarrytown Cat Adoption Center

Barn Cat Program

Barn Cat Manager

Basic Function

The basic function of the Barn Cat Manager is to oversee the APA! Barn Cat Program. Key functions of the Barn Cat Manager include the intake, care, and adoption of barn placement cats.

Reporting Relationships

The Barn Cat Manager reports to the Cat Program Manager. Duties may differ slightly from this Job Description; all duties are outlined by the Cat Program Manager. The Barn Cat Manager oversees the Barn Cat Program team and volunteers.

Duties and Responsibilities

- Coordinate the intake of barn cats.
- Ensure barn cat candidates are screened and appropriate for the APA! Barn Cat Program.
- Oversee daily care of the barn cats.
- Oversee the adoption of barn cats.

Qualifications & Experience

- Professional experience working with cats of unknown or fractious temperament and/or experience with Trap Neuter Return.
- Experience working with a barn cat relocation program at a shelter or rescue.
- Experience with email and Google products.
- Ability to handle cats safely and humanely.

Care Team

Cat Intake Technician

Job Function

The purpose of the Cat Intake Technician position is to provide medical care and attention to any and all cats who enter the APA! Cat Programs. The Cat Intake Technician is responsible for examining cats who arrive from other shelters/rescues, cats who are surrendered back to APA!, and even cats who are transferring between programs onsite. Technician is responsible for ensuring all cats entering APA! are screened at intake, receive any needed medical treatments at intake, and/or otherwise given the proper medical attention, if necessary.

Working Relationships

The Cat Intake Technician will work very closely with the Cat Program and Medical Clinic to ensure that all cats entering APA! are up to date on necessary preventatives (such as vaccines or other preventatives), treatments, and that they receive all veterinary intake needs, per protocol, in a timely and humane fashion.

Reporting Relationships

The Cat Intake Technician reports to the Cat Program Manager.

Duties And Responsibilities

- Fully and thoroughly examine all cats that enter the APA! Cat Programs from other shelters/rescues, as owner surrenders, or transferring between Cat Programs.

- Communicate the status and needs of cats in all departments with Cat Program Managers and Medical Clinic Staff.
- Assist with movement of cats in ISO into other Programs as health or behavior status changes.
- Adhere to all APA! Protocols and Policies regarding illness, disease, and sanitation.
- Handle cats and kittens, including those of unknown temperament, aggressive behaviors, and those that are sick and injured.
- Document all vaccinations, preventatives and medications administered. Also document any tests completed for a specific cat and the test results.
- Maintain relevant written records, enter/retrieve information on computer.
- Monitor physical condition of animals and advise veterinarian or applicable staff as needed.
- Recruit, train, retain volunteers to help with all aspects of the job, when necessary.

Qualifications & Skills

- Acts with integrity at all times.
- Must be able to work in a high volume, fast paced, high stress environment. Self motivated, great attitude, team-oriented a must.
- Give injections SQ, IM, IV, and draw blood, or quickly learn how to perform these duties.
- Working knowledge of standard feline illnesses and medications.
- Must have working cell phone, ability to check and respond to emails daily.
- Weekend availability required.
- Own transport required with valid driving license.
- Working knowledge of cat handling and behavior, including cats or challenging temperaments and with severe health conditions.
- Experience working with cats in a professional setting (shelter, rescue, veterinary office, etc.).
- Ability to handle cats safely and with kindness at all times, without exception.
- Ability to represent Austin Pets Alive professionally at all times with the public and other APA! staff.
- Excellent organizational and communication skills, both verbal and written.
- Ability to learn, and quickly adapt to changes in programs and procedures.
- Has initiative and the ability to follow through on a project until completion.
- Able to operate efficiently in Gmail, Google docs and Microsoft Office (including excel); ability to learn other software systems quickly.
- Commitment to the values and mission of Austin Pets Alive! including sustaining a no-kill Austin and treating animals in our custody with compassion, kindness, and quality care.

Physical Job Requirements

- Ability to lift at least 40 lbs and stand on feet for long periods of the day, able to work both indoors and outdoors at all times of the year.
- Able to work with and around animals with zoonotic conditions.
- Able to work with and around chemicals, cleaners, and detergents.

Time Commitment

This is a full time, hourly position of 40 hours per week and is eligible for employee benefits including insurance and paid time off.

Location

Town Lake Animal Center

Cat Care Specialist

Duties and Responsibilities

Cattery Responsibilities:

- Assist with visitors in the cattery when required, including performing adoptions when needed.
- Assist with performing Cattery Clearance Exams for cats entering the shelter.
- Assist cattery staff with giving medications at times when doing so will improve safety and/or alleviate stress from a behaviorally challenged cat.
- Assist the Cat Manager on Duty with adoptions of Barn Cats, including acquiring the cats and preparing them to go home with adopter.
- Administer vaccinations and preventatives to all cats residing on campus and maintain the associated data and records.

Care of Special Populations of Cats at TLAC Responsibilities:

- Provide daily care, including food, medication, enrichment, and wellness exams for Feline Leukemia cats, with emphasis on health of cats with weakened immune systems.
- Provide daily care, including food, medication, enrichment, and wellness exams for Barn Cats cats, with emphasis on safe and humane interaction and stress reduction.
- When required, assist with daily care, including food, medication, enrichment, and wellness exams for Ringworm Adoption Center cats, with emphasis on communicable disease.
- Provide daily care, including food and medication, to community cats who reside at APA!

Cat Isolation Area Responsibilities:

- Provide daily care, including food, medication, enrichment, and wellness exams for all cats residing in Isolation areas, with emphasis on critical care, severe illness or behavior challenges, hospice, communicable disease, sanitation protocols, and cats requiring close monitoring of health.
- Communicate the status and needs of Isolation cats with Cat Program Managers and Medical Clinic Staff.
- Assist with movement of Isolation cats into other Programs as health or behavior status changes.
- Adhere to all APA! Protocols and Policies regarding illness, disease, and sanitation.

Medical Clinic and Intake Responsibilities:

- Assist with the Intake of new cats entering APA!, including blood draws, administering vaccines and medication, and performing health examinations.
- Assist with medication dispersment.
- Assist Medical Technicians, as needed, at times when doing so will improve safety and/or alleviate stress from a behaviorally challenged cat.
- Transport cats to and from local shelters, as needed, in emergency situations.

Create and maintain a culture of positivity and civility within staff, volunteers, and foster teams in alignment with organizational values and expectations.

Recruit, train, retain volunteers to help with all aspects of the job

Other duties as needed

Qualifications

- Acts with integrity at all times
- Holds APA! in a positive light at all times
- Passionate about No-Kill
- Must be able to work in a high volume, fast paced, high stress environment. Self motivated, great attitude, team-oriented a must
- Give injections SQ, IM, IV, and draw blood, or quickly learn how to perform these duties.
- Working knowledge of standard feline illnesses and medications
- Must have working cell phone, ability to check email daily.
- Weekend availability required
- Own transport required with valid driving license

- Working knowledge of Cat handling and behavior, including cats or challenging temperaments and with severe health conditions
- Ability to handle cats safely and with kindness at all times, without exception
- Ability to represent Austin Pets Alive professionally at all times with the public and other APA! staff.
- Excellent organizational and communication skills, both verbal and written
- Ability to learn, and quickly adapt to changes in programs and procedures
- Has initiative and the ability to follow through on a project until completion
- Able to operate efficiently in Gmail, Google docs and Microsoft Office (including excel); ability to learn other software systems quickly.
- Ability to lift at least 40 lbs and stand on feet for long periods of the day, able to work both indoors and outdoors at all times of the year.

Cat Kennel Tech

Purpose

To ensure all cats within the Austin Pets Alive! campus have a clean living environment, that cat areas are kept clean and sanitary, to assist with essential caregiving, and make sure all feline program areas are clean and ready to open to the public on time.

Duties, Functions and Responsibilities

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

- Clean cat condos and habitats including scooping litter boxes, replacing soiled bedding, disposing of litter/debris, scrubbing and sanitizing rooms and/or habitats, and replenishing water bowls, all adhering to strict sanitation protocols and additional protocols specific to the Cat Program. This is physically demanding, but important work!
- Sweep and mop floors of cat areas daily. Restock essential items.
- Wash dirty laundry, empty trash, deep clean tasks as assigned.
- Assist other personnel and perform other tasks as necessary.
- Tasks are of a moderate physical demand and involve lifting up to 30 pounds, kneeling, bending, and reaching.

This position will come into contact with animals who may carry zoonotic diseases and be of varying temperaments. This position will utilize various cleaning agents and chemicals including bleach and sanitizing agents.

Matchmaker Program

Cat Matchmaker Program Manager

Position Description

The Cat Matchmaker Team Manager exists to provide support to the Cat Program Manager, encouraging adoption for all cats but especially for long-stay and special needs cats. The Cat Matchmaker Team Manager will field inquiries from the public seeking to be matched with a suitable cat, assist in outreach and education of the public regarding special needs cats, proactively seek foster and adoptive placement for special needs cats, innovate new ways to improve live outcomes for challenging cats, and generally assist in representing the Austin Pets Alive! Cat Team positively to the public.

Position Duties

Essential duties and functions include the following. Other duties may be assigned.

- Running all facets of the Cat Matchmaker Team (responding to inquiries, keeping up-to-date information on cats in program, recruiting volunteers, etc.)
- Responding to emails and phone inquiries from potential adopters seeking cats who would be suitable candidates for their homes.
- Keeping accessible, up-to-date notes on all cats across program, especially long-stay or special needs cats
- Recruiting and training volunteers to assist with inquiries and information gathering
- Building the program to serve the needs of APA!'s cat population, with emphasis on increasing adoption of special needs cats
- Assisting in the running of the Feline Leukemia program, including reaching out to other shelters to offer to take FeLV+ cats when space permits, pleading foster for FeLV+ cats, and assisting in education for the public, fosters, and adopters regarding FeLV+ cats, their plight, and their needs
- Working with the foster program to find foster placement for challenging cats, increase visibility of foster cats and promote them for adoption, focusing especially on long-stay and special needs cats in foster
- Assisting in planning and hosting offsite and onsite adoption events
- Working with the cat marketing team to promote special needs cat adoption
- Providing excellent customer service, determining weak spots in customer interactions with cat team and implementing strategies to fix them, and generally representing APA! well to all members of the public.

Requirements

- Commitment to educating the public on adopting animals with special needs, including varying short term and long term medical issues.
- Commitment to the mission of Austin Pets Alive! and the strong desire to work with the Cat Program and increase its life-saving capacity.
- Internet access; familiarity with Google products, spreadsheets, very computer literate. This position will require quick response via email and/or phone.
- Ability to effectively communicate and collaborate well with a broad population including the public, fosters, volunteers, and staff. Outstanding customer service and interpersonal skills required.
- Ability to work on varied days with a varied schedule, including work on weekends and holidays.
- Valid driver's license and automobile.
- Able to work in an environment with animals who carry zoonotic diseases or viruses, and with animals of varying temperaments and behaviors.

Foster Program

Cat Foster Manager

Basic Function

The basic function of the Cat Foster Manager is to oversee all aspects of the APA! Cat Foster Program. Key functions of the Cat Foster Manager include matching cats with foster homes, supporting and guiding fosters through the Cat Foster Program to ensure that animals are being cared for, APA! procedures are being followed, and cats are working their way through the system toward adoption.

Reporting Relationships

The Cat Foster Manager reports to the Cat Program Manager. Duties may differ slightly from this Job Description; all duties are outlined by the Cat Program Manager. The Cat Foster Manager manages all duties of the Cat Foster Assistant Manager.

Duties and Responsibilities

- Work with On-Site Cat Adoption Manager and Rescue Coordinator to identify which cats need foster placement.

- Match fosters with cats in need of foster, with increased attention on placing cats who might be of urgent nature, have special needs, or need creative placement.
- Maintain all databases and software to accurately reflect when any cat moves in and out of a foster home.
- Provide support to foster homes throughout fostering experience.
- Ensure that medical and marketing needs of cats in foster are being met.
- Monitor progress of cats in foster to ensure that they are progressing towards being adoption ready and working with long stay cats to ensure maximum adoption potential with the goal of reducing length of stay (LOS).
- Address any issues with fosters that are not following APA! procedures, oversee foster concerns and feedback.
- Oversee cat foster volunteer teams and ensure all team obligations and tasks are met.
- Fill in for important vacant (volunteer or paid) positions within the Cat Foster Program until help is found, as needed.
- Innovate new programs, ideas, or improvements to grow and improve the program.
- Collaborate with Neonatal to transition kittens from Neonatal to Cat Program.

Qualifications & Experience

- Excellent people management skills.
- Effective communication and customer service skills.
- Computer competency, including Google Apps.
- Effective Petpoint skills (preferred).
- Basic understanding of feline shelter medicine and medical terminology.
- This is a full time, salaried position. Cat Foster Manager is eligible for benefits as full time staff member.

Cat Foster Assistant Manager

Basic Function

The Assistant Cat Foster Manager provides essential support to the APA! Cat Foster Program and Cat Foster Manager. The Assistant Cat Foster Manager role matches cats with foster homes, supports and guides fosters through the Cat Foster Program to ensure that animals are being cared for, APA! protocols are being followed, and cats are flowing through the system toward adoption, under the guidance and instruction of the Cat Foster Manager.

Reporting Relationships

The Assistant Cat Foster Manager reports to the Cat Foster Manager. Duties may differ slightly from this Job Description; all duties are outlined by the Cat Foster Manager.

Duties and Responsibilities

- Act as Cat Foster Manager on Duty when required
- Work with On-Site Cat Adoption Manager and Rescue Coordinator to identify which cats need foster placement
- Match fosters with cats in need of foster, with increased attention on placing cats who might be of urgent nature, have special needs, or need creative placement
- Maintain all databases and software to accurately reflect when any cat moves in and out of a foster home
- Provide support to foster homes throughout fostering experience
- Ensure that medical and marketing needs of cats in foster are being met
- Develop and maintain system for tracking and notifying fosters of when foster cats are due for vaccines and preventatives
- Fill in for important vacant (volunteer or paid) positions within the Cat Foster Program until help is found
- Collaborate with Neonatal to transition kittens from Neonatal to Cat Program

Qualifications & Experience

- People Management Skills

- Effective Communication and Customer Service Skills
- Computer Competency, including Google Apps

Cat Rescue Manager

Basic Function

The basic function of the Cat Rescue Manager is to oversee and respond to the nightly Cat ATTN list from AAC. Key functions of the Cat Rescue Manager include coordinating incoming cats from AAC, finding transport for those cats, coordinating which APA! program receives the cat, and ensuring all cats leave AAC by their given deadline.

Reporting Relationships

The Cat Rescue Manager reports to the Cat Program Manager. Duties may differ slightly from this Job Description; all duties are outlined by the Cat Program Manager.

Duties and Responsibilities

- Oversee and respond to the nightly Cat ATTN list from AAC.
- Coordinate incoming cats from AAC, find transport for those cats, coordinate with each program at APA! who will be receiving the cat, and ensure all cats leave AAC by their given deadline.
- Oversee volunteer groups.
- Assist groups in completing tasks

Qualifications & Experience

- Must be computer savvy; must have email access, be able to work with data and spreadsheets, and be familiar with Google Docs.
- Must be organized and have an attention to detail.
- Familiarity with Petpoint and APA!'s cat programs is desirable.
- Must be available evenings and weekends as needed.

Cat Foster Adoption Advocate (CFAA)

Position Description

This position provides foster parents extra support to help them find loving homes for their cats. It can be difficult for foster cats to find homes as they don't have the same visibility as cats that are in the shelter and out at adoption events. This position works with the foster parents to ensure that they are putting the "best face forward" with good photos, a good bio, and if possible, an engaging video. They will ensure that appropriate foster cats will attend adoption sites and special events and that cats that can not attend events are getting the additional marketing needed to find an adoptive home. They will identify any issues that may be keeping long stay cats from getting adopted and explore new opportunities for marketing through advertising, social media, and others. This position works closely with foster parents, other CF team members, the Cat Marketing team, the Cat Adoption Team, the APA Development team, and the Cat Matchmakers, as needed.

Duties and Responsibilities

This position will promote the adoption of foster cats by

- Increasing adoption events and other opportunities for foster cats to be seen in the community,
- Enhancing matchmaker efforts to help match prospective adopters to cats in foster,
- Improving the marketing of foster cats to increase their adoption rates,
- Working with the foster and the Cat Marketing team to ensure that foster cats are represented with the most effective marketing, including promotion oriented photos and bios,
- Working with the fosters to ensure that foster cats are attending appropriate adoption sites and events, if able

- Tracking and sharing stats on performance with the Development Team in regards to the increased number of foster cats being adopted and providing photos and stories to the grant writer upon request

Skills Required

Internet and phone access and familiarity with Gmail; good communication skills. Experience with marketing, the APA! Adoption processes, and the Cat Foster Program is a plus.

Location

This is primarily a work from home position but will require 10-15% time at the shelters, events or working with community partners to expand event and adoption opportunities

Program Directors

Cat Program Manager

Position Description

The Cat Program Manager oversees all cat programs for cats over 6 weeks of age at APA!. This position is responsible for increasing feline save rates within the City of Austin and Central Texas by optimizing APA's core cat programs, innovating new programs, and working within the mission of APA!. This position will focus on the larger goals of the organization and pursuit of expanding APA's programs, while ensuring all daily operations within the Cat Program are optimized.

Position Hours

This is a full time, salaried position of 40 or more hours weekly.

Position Duties

- Work with Austin Animal Center to facilitate the live release of cats; including oversight of the Cat Assessment Team Manager and nightly AAC ATTN lists.
- Oversee all TLAC adoptions and TLAC Cat staff including Counselors, Care Specialists, and Cat Kennel Techs.
- Oversee Offsite Cattery adoptions and offsite locations, including Offsite Cat Adoption Manager, Tarrytown Cat Manager, and Offsite Cattery Counselors to ensure optimal optimal cat adoptions and maintain good relationships with location partners.
- Manage and track all cat adoptions at all locations with attention to increasing adoptions, having quality adoptions, maintaining an acceptable return rate, and customer satisfaction. Responds to all concerns and feedback regarding cat adoptions and cat staff.
- Facilitate special cat adoption or fundraising events by working with the Events Coordinator and Special Events Cat Team.
- Manage the Feline Leukemia cat program with emphasis on increasing adoptions and educational outreach to the public and other shelters/rescues.
- Manage the Barn Cat Program with emphasis on increasing adoptions and educational outreach to the public and other shelters/rescues.
- Oversee the Cat Foster Program, including the Cat Foster Manager, to ensure quality and efficient placement of cats and kittens in foster homes and facilitate their movement through the system to adoptions.
- Manage the Cat Marketing Team, including Cat Marketing Manager, to promote APA!'s adoptable cats through creative marketing, managing data to ensure cats are visible to adopters, and implementing adoption promotions as needed to increase lifesaving.
- Oversee the Cat Behavior Team and Team Lead to sustain and grow this program which helps keep adopted cats in their homes by overcoming fixable behavior concerns.

- Oversee the Ringworm Program including the Ringworm Manager, with the goal of improving the program with diagnosis, treatment, and cure of ringworm so more at-risk lives can be saved. Emphasis on educational outreach to the public and other shelters/rescues.
- Oversee volunteers within the Cat Program, including the Cat Volunteer Coordinator, to maximize volunteer output to the organization and volunteer satisfaction.
- Oversee and grow the Cat Matchmaker Program to facilitate more cat adoptions, higher quality cat adoptions, with an emphasis on reducing Length of Stay and placement of special needs cats.
- Work with the Development Team to facilitate grants and funding; maintain comprehensive statistics and data as needed to obtain funding.
- Manage all aspects of Cat Intake, including cats coming from AAC, other shelters or rescues, and the PASS program. This includes maintaining appropriate population levels at all sites with regard to adoptions and capacity for care.
- Provide outreach and education to the public and other shelters or rescues on APA's models and how life-saving could be increased.
- Collaborate with Executive Management to develop and implement new programs, studies, or projects to further the mission.
- Work to increase the feline live release rate at area shelters, as possible.
- Work with the Neonatal Program as cats transition from program to program.
- Work with the Medical Clinic to treat and care for program cats, to implement and develop health and treatment protocols. Manage Cat ISO areas for critical cats.
- Oversee all aspects of HR for the Cat Program staff including: payroll, scheduling, hiring, terminations, and performance reviews.
- Ensure all cats and kittens within our care are always receiving appropriate, humane care and treatment.
- Pursue community engagement and support for the organization by ensuring exemplary customer service is occurring, working with the public or media as required, and supporting the organization in other roles or parameters as needed.
- Delegate work to subordinate personnel to manage Cat Program Manager's time to ensure priority responsibilities are met.
- Create and maintain a culture of positivity and civility within staff, volunteers, and foster teams in alignment with organizational values and expectations.

Requirements

- High level of organizational ability, able to delegate tasks quickly and appropriately, able to juggle multiple varied tasks and make decisions under pressure.
- 3-5 years experience working in a management position within the animal welfare industry, including high level knowledge of feline medical terminology, shelter medicine standards, and modern standards of care. Able to oversee a staff of 30 or more.
- Able to assist with medical care of cats; experience administering medications including injectables. Very comfortable and capable of working around cats of extreme temperaments or difficult medical conditions with safety and humane handling.
- Efficiency with Google products, spreadsheets, PetPoint, very computer literate and able to track and maintain voluminous amounts of data needed for optimal results.
- Able to respond quickly via email and/or phone and should be reachable for emergencies at all times with the exception of scheduled vacation.
- Ability to effectively manage, communicate, and collaborate well with a broad population including fosters, volunteers, members of the public, veterinarians, executives, donors, and staff. Outstanding customer service and interpersonal skills required.
- Ability to work on varied days with a varied schedule, including work on weekends and holidays.
- Commitment to the mission of Austin Pets Alive! and the strong desire to work with the Cat Program and increase its life-saving capacity.

Assistant Cat Program Manager

Position Description

The Assistant Cat Program Manager position provides essential support to the APA! Cat Program and Cat Program Manager. The Assistant Manager will help oversee adoptions, care of cats in the program, act as Manager on Duty, ensure protocols and policies are enforced, assist with personnel and administrative tasks, train new personnel, and assist with all sub-programs within the Cat Program. The Assistant Manager will also assist with Clinic operations as they pertain to the Cat Program, including assisting with cat intake, medication, and medical care. The Assistant Manager will prioritize growth of the Program through increased life-saving and will continually work toward increasing Program efficiency and volunteer, staff, and community engagement, retention, and satisfaction.

Position Hours

This is a full time, salaried position of 40 or more hours weekly.

Position Duties

Essential duties and functions may include the following. Other related duties may be assigned.

- Acts as Cat Program Manager on Duty, including decision making in regard to adoptions, intake, and customer service.
- Responsible for personnel, HR, and administrative tasks including scheduling, employee retention initiatives, customer service, payroll, hiring, and other directives.
- Ensures protocols and policies are enforced program-wide, including ensuring all cats are receiving quality care and staff are following protocols.
- Oversee training program for Cat Program staff and train new hires.
- Assist with all aspects of sub-programs, including FeLV, Barn Cats, and Ringworm.
- Liaise with the APA! Medical Clinic to assist with cat intake, dispensing of medication, providing Cattery Clearance Exams, and ensuring all cats receive appropriate medical care.
- Liaise with the Volunteer Programs to optimize volunteer contribution to the Cat Program. Actively recruit, train, and retain cat program volunteers with focus on growing the Cat Volunteer Program.
- Develop and implement employee and volunteer satisfaction and retention initiatives.
- Work with department Leads to increase efficiency of the offsite catteries and offsite cat adoptions and foster cat adoptions, including special events.
- Manage supplies and needs of the Cat Program, ensuring cat staff have the tools needed to do their jobs efficiently each day.
- Provide adoption and customer service assistance as needed, in person, by phone, and email.

- Liaise with the Cat Marketing Team, Cat Behavior Team, and Cat Foster Team to increase adoption rates, reduce length of stay, and ensure all cats within the Program are receiving appropriate placement, enrichment, and care.
- Assist with Cat Rescue, as needed, including ensuring all AAC deadline/ATTN cats are pulled on time.
- Assist with special projects and research studies, as required, including data collection, analysis, tracking, and oversight.

Requirements

- High level of organizational ability, able to delegate, able to juggle multiple varied tasks and make decisions under pressure. Able to problem solve, work independently, and think creatively.
- 1 year minimum experience working with felines within the animal welfare industry, including familiarity with common feline medical terminology, illness, and shelter medicine standards.
- 1 year minimum in a management roll with direct oversight of employees.

- Able to assist with medical care of cats; experience administering medications including injectables. Experience handling cats of all temperaments including humane restraint.
- Commitment to the mission of Austin Pets Alive! and the strong desire to work with the Cat Program and increase its life-saving capacity.
- Internet access; smart phone; familiarity with Google products, spreadsheets, very computer literate. This position will require quick response via email and/or phone daily.
- Ability to effectively communicate and collaborate well with a broad population including fosters, volunteers, and staff. Outstanding customer service and interpersonal skills required.
- Ability to work on varied days with a varied schedule, including work on weekends and holidays.
- Valid driver's license and automobile