

NEW HAMPSHIRE HUMANE SOCIETY



JOB TITLE: Feline Care Lead
DEPARTMENT: Feline Care
CLASSIFICATION: Full-Time or Part-Time Depending on Applicant

Description: This position is a department manager supervising the flow of cats through the shelter from intake to adoption. In conjunction with other management, Veterinary Team, and Adoptions and Animal Care Staff; assist in making placement recommendations based on all available behavior, medical, and historical information for each cat. Oversee and participate in daily care of cats in the shelter. Serve as a key provider of outstanding and compassionate service to clients seeking surrender, adoption, or other assistance from NHHS.

Duties focus on but are not limited to:

Daily Department Accountability:

- Assist, Support, and provide leadership to all animal care staff scheduled in feline area
- Ensure all cleaning and handling protocols are being followed correctly and ensure daily that department facility grounds are kept clean and organized
- Assist in providing initial and ongoing training for animal care staff and volunteers in your department. Provide feedback to other staff on ways to improve the volunteer program as it relates to feline care needs
- Maintain proper inventory of animal care supplies and equipment, informing management when reordering is necessary

Intake

- Field inquiries regarding the surrender of cats and counsel surrendering owners on the intake process and offer alternatives to relinquishment when appropriate
- Assist with coordination of transports and other intakes as seamlessly as possible while allowing for emergency situations and avoiding overcrowding. Use good judgement and understanding of the community and the cyclic nature of shelter populations.

Adoptions and Foster Care

- Assist with feline adoptions (processing and interviews)
- Provide excellent customer service to potential adopters, from initial matchmaking to transfer of ownership and beyond. Model open, honest, and positive adoption process for other animal care staff
- Assist in coordinating foster care for cats as needed, including the identification of cats in need of foster care, training and assignment of foster volunteers, and scheduling of medical care and return of fostered cats to the shelter

Record Keeping / Data Management / Reports:

- Assist in maintaining thorough records of all feline transfers, surrenders, and adoptions as well as all records (medical and otherwise) related to each cat while in our care.
- Identify potential behavior or other problems that may affect the adoptability of individual cats and report these to the management and the adoptions team.

- Collaborate with a variety of staff members when medical and/or behavioral problems are not responding to interventions, or when individual or a combination of problems make a cat inappropriate for adoption.

Population Management:

- Maintain census of cats available for adoption keeping management and other animal care staff apprised of changes that impact the placement options for individual or groups of animals
- Provide regular updates to the medical team on the feline population in order to facilitate an efficient flow of cats from intake to the adoption program. Inform medical team of any new, changing, or ongoing medical needs of individual cats
- Maintain close communication with the team regarding scheduled intakes, any major issues with customers, or when a unique situation arises that may need management approval or input
- Assist with feline inquiries (including but not limited to those via phone, email, or the NHHS website) pertaining to lost or found cats, cats available for adoption, returning stray cats to owners, or other feline-specific matters, delegating to other animal care staff as appropriate and necessary to ensure prompt and complete customer care.

Other duties as assigned

Qualifications Required:

- Experience working with felines is required and shelter experience is preferred
- Ability to communicate effectively with staff, volunteers, and the public in a professional, courteous, respectful, and compassionate manner
- Excellent organizational skills
- Sense of humor and a generally kind demeanor
- Must be comfortable providing feedback to other animal care direct reports
- Ability to work in a high-paced dynamic environment, multi-task, and handle stress
- Able to perform the entire essential job functions of an Animal Care Technician.
- General knowledge of pet behavior and care and the willingness to continue learning and gaining expertise, particularly as pertains to cats
- Motivation and ability to work independently and as a member of a team
- Basic computer skills, including Microsoft Office Suite and internet-based database
- Good judgment, professionalism, and ability to set a positive example for other staff
- Ability to lift 40 pounds and sit or stand for extended periods of time
- Must support the NHHS mission of compassionately connecting people and pets

Hours and Compensation: Full-Time or Part-Time. Some schedule flexibility is possible based on the needs of the applicant and the organization. Some weekends and holidays required. \$15.00 hourly. Full-Time status includes paid time off and competitive benefits package.

To Apply: Email a resume and letter of inquiry highlighting relevant experience to Charles Stanton, Executive Director at Charles@nhhumane.org. Immediate opportunity.