



CHARLOTTESVILLE-ALBEMARLE SPCA JOB DESCRIPTION

Position: Cat Care Lead

Job Status: Exempt

Reports to: Animal Care Manager

Revision Date: 11/13/2017

Schedule: Sunday - Thursday

Summary:

Leads a team of Cat Care Specialists with confidence and positivity, ensuring safe, efficient and humane care and treatment of all felines in the custody of the CASPCA.

Essential Duties and Functions:

- Provides oversight for all activities performed by the Cat Care Specialists to ensure protocols related to proper care, cleanliness and humane treatment are followed at all times.
- Determines staffing requirements; hires and trains Cat Care Specialists. Manages cat care staff, conducts employee evaluations, staff development, corrective action of employees as necessary.
- Implements staff trainings and continuously strives to improve staff efficiency and knowledge.
- Leads the Cat Care team in providing adoption support to customers and Front Desk adoption counselors.
- Coordinates the placement and movement of all felines efficiently and strategically throughout the facility, to aid in the reduction of animal stress and lower length of stay.
- Updates and maintains accurate feline records in the CASPCA database, and ensures Cat Care staff's data entry into shelter database is prompt, objective, and clear.
- Maintains accurate records and completes monthly statistic reports.
- Ensures that all cats have pictures and adoption summaries uploaded to Shelterbuddy, in addition to printing the pet portfolios to reflect the adoption summaries. Takes videos of the cats for upload as well.
- Directs cat volunteers to ensure all are properly trained, supervised, and following safety procedures.
- In tandem with clinic staff, conducts weekly rounds to assess well-being of felines in custody.
- Performs inspections to ensure safety/cleanliness of the work environment is maintained at all times.
- Liaises with other department leads respectfully and effectively in order to improve cat care operations and knowledge.
- Assists the front desk staff with matching lost and found reports with cats in care in order to increase return-to-owner rates.
- Creates and maintains an information sheet for the front desk staff listing which cats are better suited in homes with children, other pets, etc.
- Works cooperatively with all customers, employees, volunteers and vendors.
- When appropriate, chooses kittens to go to PetSmart for adoption, updates ShelterBuddy and communicates with PetSmart for transportation.
- Cultivates positive internal and external customer relations through professional, courteous, and educational interactions while actively promoting our mission, services, programs and events.

- Ensures the availability of necessary resources and tools for quality animal care, and maintains both an organized and strategically arranged work space.
- Ensures a safe work environment; follows all safety guidelines and models safe work practices.
- Ensures that all VDACS animal facility regulations are followed.
- Remains positive and mission focused while under stress.
- Assesses supply needs and places orders accordingly with Sam's Club on a weekly basis.
- Assures litter supply is maintained.
- Performs other duties as assigned.

Physical Requirements and Work Environment

- Must be able to lift and transport materials weighing up to 60 pounds.
- Must be able and willing to handle animals effectively and humanely.
- Must have a high level of manual dexterity.
- Must be able to repeatedly bend and squat.
- Must be able to stand for significant periods of time.
- Will have exposure to disinfectant solutions.
- Subject to animal bites and scratches while handling animals.
- Rabies (pre-exposure) inoculations are required or must be waived.
- Must be available to work weekends and holidays on a regular basis.
- Must be in good physical and mental health with no allergic condition, which might be aggravated by exposure to animals.

Qualifications:

- Associate's Degree preferred
- Management experience preferred
- Volunteer management experience preferred
- Excellent communications, public relations, supervisory and written skills
- Shows maturity, good judgement, and performs duties in a professional manner.
- Demonstrated capability to be a self-starter, facilitator, organizer and innovator.
- Ability to work independently, and plan and implement projects with little supervision.
- Experience with MS Office, and ability to quickly adapt to new software and systems.
- Valid Virginia Driver's License in good standing.

Employee Acknowledgement:

Signature of Employee: _____ Date: _____

Print Name: _____