

Cat Behavior Team Volunteer Volunteer Position

DESCRIPTION

The basic function is to respond to questions about cat behavior from adopters and fosters using both APA-provided general information as well as personal knowledge/experience.

APA adopts out over 5,000 cats annually and this volunteer position is critical to the mission of keeping cats and families together and reducing shelter surrender by helping them overcome correctable behavioral issues.

WORKING RELATIONSHIPS

Cat Behavior team volunteers report to the Cat Behavior Team Lead.

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

DUTIES AND RESPONSIBILITIES

- Respond on assigned day each week to emails and occasional voicemails received from cat adopters and fosters who have questions or are having behavioral problems with their cats.
- Provide information about cat behavior, either in general or tailored for specific situations provided by adopter/foster, with an aim toward keeping cats in homes that are successful for both the animal and the person.
- Record animal and adopter/foster information, questions received and responses given on an internal team spreadsheet.
- Enter behavioral memos onto cat records in Shelterluv

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, particularly first-time cat owners.
- Ability to respond to email or voicemail in a timely manner (24hr/email, 48hr/voicemail).
- Knowledge of email, Google voicemail and Google docs (particularly shared spreadsheet).
- Basic knowledge of and access to Shelterluv: searching records and adding behavioral memos.

EXPECTATIONS

- Contribute to the success of Austin Pets Alive! by providing support and guidance about cat behavior to adopters and fosters in order to avoid animal surrender/return for correctable behavior issues, and help facilitate a pleasant home experience for both the cat and the person.
- 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 1-3 hours per week.

LOCATION

Offsite/Remote Position (telecommuting)

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