

YELLOWSTONE VALLEY ANIMAL SHELTER, INC.

Department:	Job Description
Job Description Title: Feline Kennel Stray Lead. / Customer Service	FLSA Status: Non Exempt
Accountable To (Title): Supervisor	Position Status: Fulltime 34 – 40 hours per week to include a weekend day
Prepared By: Chris Anderson, E.D./ Allison Martin, A.H.C.	Revision Date: 10/6/16

Job Summary:

Oversee Stray Cat Program; perform kennel and cage cleaning duties; provide full care for animals; clean shelter facility; provide customer service to public; assist in care of Exotic Animals, Pocket Pets, and Birds.

Essential Duties and Responsibilities:

Primary Responsibilities:

Feline Stray Lead:

Direct Responsibilities for Feline Stray Population:

- Daily Shelter Feline Inventory
- Maintain communication with Billings Animal Control
- Observe cats for signs of illness, injury, or unusual behavior, working in conjunction with Animal Health Coordinator.
- Evaluate cat's temperament and physical needs
- Treat feline illnesses or injuries, and may administer medications per Animal Health Coordinator
- Assign tasks such as feeding and treatment of cats, cleaning, and maintenance of stray cat rooms
- Confer with appropriate staff to determine production requirements, conditions of equipment and supplies, and staffing needs.
- Report staff issues to direct supervisor
- Coordinate with Feline Lead and Animal Health Coordinator for transfer from "unavailable" status, i.e. stray or health compromised; to monitor daily flow of cats through shelter in conjunction with Feline Lead

Feline Foster Program:

Assist in cat foster program per Standard Operating Procedures.

Feline Lost and Found Program: Assist in registering and posting

Feline Support Level I:

- Kennels:** Perform kennel and cage cleaning duties when scheduled; clean, disinfect and maintain; sweep and mop floors per procedure manual for feline kennel rooms; participate in periodic major cleaning of facility.
- Animals:** Observe animals for illness or disease and report concerns to Feline Lead or Animal Health Coordinator; provide exercise and basic training while in shelter and bath/groom when necessary. Feed and water animals when scheduled.
- General Shelter Duties:**
Laundry, empty donation bin, wash dishes, clean wild boxes and all other duties as requested.

Feline Support Level II: Includes Feline Support Level I

- Health care:** Administer vaccinations per YVAS protocol; provide medical treatment as indicated by Feline Lead or Animal Health Coordinator
- Animals:** Receive stray cats from public and Billings Animal Control and kennel in appropriate feline intake room and have receiving paperwork completed. Receive cats from owners who wish to release to YVAS and have receiving paperwork completed. Receive cats for euthanasia requests. When closing shelter, water cats, ensure their safety. Under direction of Feline Coordinator move cats within shelter to new kennel location. Assist in cleaning of small animals and pocket pets.
- Office:** Show stray cats, answer questions based on level of knowledge, direct to other staff as needed; and any other needs that public may have within the scope staff training and of the animal shelter. Maintain office area to be organized and clean. Vacuum, sweep, and mop front area of facility. Accuracy is absolute in all areas of office work. At end of day closing follow closing procedures.
- Telephones:** Retrieve messages and answer phones directing to appropriate department/staff person.
- PetSmart:** Take cats to PetSmart and clean complete morning or afternoon PetSmart duties. Take necessary paperwork for each cat to PetSmart.

Feline Support Level III: Includes Feline Support Level I, Level II

Office: Computer skills necessary to input and maintain database and understand basic Internet technologies.
Proficient with Chameleon Shelter Software and accurately input Intake and Claim Outs of animal database.
City Licenses: Sell and input into Chameleon city license information. Input into Chameleon city licenses from veterinarians.
Animals: Claim stray animals to owners and enter into Chameleon Shelter Software. Identify owners through requesting proof of ownership.
Cashier: May be trained as cashier.
PetSmart: Work with YVAS PetSmart Coordinator and/or Feline Lead to complete paperwork for PetSmart and enter location information into Chameleon.

Feline Adoption Advisor: Includes Feline Support Level I, Level II, and Level III

Screen potential adopter for appropriate matching of cat using Meet Your Match Program. Request completion of application and evaluate based on lifestyle, needs of cat, family and other animals at home. Follow procedures and protocols for family meets, animal meets, and land owner/landlord approval. Refuse or approve adoptions or refer to Feline Coordinator for approval or refusal.

All other duties as assigned.

Canine Related Duties: May include dog meets, dog adoptions, intake, claims, and other comparative duties as outlined in Feline Support Levels as assigned.

Minimum Qualifications (Experience/Education/Licensure/Certification/Special Training):

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

- High school diploma or equivalent (GED)
- One to two years' of relevant experience and/or training, which may include training involving both on-the-job experience and informal training with experienced workers.
- Experience overseeing departments, projects, or staff for accomplishing tasks particular to set goals.
- Experience with cats.
- Current Driver's License with current vehicle insurance

Tools & Technology

Veterinary accessories such as injection and/or vaccination syringes; subcutaneous injection equipment; microchip injection and scanner equipment; nail trimmers; shavers and electric clippers; computer system software

Essential Knowledge, Skills and Abilities (KSA's): To perform the job successfully, an individual should demonstrate the following competencies:

- Proficiency in the use of basic computer software and specific shelter software
- Basic knowledge of feline behavior and body language
- Basic knowledge of feline care & handling
- Sensitivity and compassion for feline population
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Time Management — Managing one's own time and the time of others.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand
- Organizing, Planning, and Prioritizing Work — Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Initiative — Job requires a willingness to take on responsibilities and challenges.
- Adaptability/Flexibility — Job requires being open to change (positive or negative) and to considerable variety in the workplace.
- Self-Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.

Physical Demands & Working Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee must frequently lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include Close vision and Distance vision.
- While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is continuously required to stand and walk. The employee is frequently required to reach with hands and arms and stoop, kneel, crouch, or crawl.
- Frequent exposure to fumes or airborne particles; and toxic or caustic chemicals.
- Daily exposure to possible scratches, bites, or injury by felines.
- Rare exposure to feline zoonotic diseases.
- Occasional interaction with irate or angry customers.