

Cat Care Manager

Purpose of Position:

The Cat Care Manager (CCM) is in charge of all aspects related to feline care including medical needs, online management, cleaning, enrichment, intake, and adoption support. This position requires experienced customer service as well as front office support. This position reports directly to the Executive Director of the Outer Banks SPCA.

This job classification is full-time not to exceed an average of 40 hours per week. This job requires periodic weekend shifts. Additional duties may be assigned by the Executive Director.

Responsibilities

1. Medical Care

Vaccination and preventative care administration and tracking. Identifying and addressing illnesses, common and unique. Will also take part in taking cats/kittens upon arrival and if they are sick will use best judgement on where to place them.

2. Online Management

Be sure that all cats are listed correctly in Pet Point (available, new arrival, etc.)
Add clear, attractive photos to all available cats with informative and fun descriptions.
Mark Foster To Adopt cats as “waiting for pickup”

3. Cleaning

Oversee and participate in morning cleaning and cleaning maintenance throughout the day, as needed. Follow instructions on Cross-Contamination Reduction Policy and enforce protocols.

4. Building Maintenance

The CCM should also be sure that the individual air units and ceiling vents are cleaned regularly.

5. Enrichment

Provide enrichment for cats including but not limited to: music, scratching posts, toys, blankets with varying textures, and more. Take initiative to research and implement new forms of enrichment.

6. Assessment

The CCM is responsible for making decisions about whether or not a cat is adoptable, in terms of its health and behavior, and then implementing the proper outcome for each individual cat. The CCM is encouraged to seek guidance from coworkers, veterinarians, etc., to assist with and garner support for these decisions, as necessary.

7. Veterinary Appointments

The CCM is responsible for seeking proper vet care for Outer Banks SPCA cats to include scheduling spay/neuter appointments, ensuring the cat has received all necessary vaccines prior to the appointment, and will complete all paperwork for the appointment.
In cases of urgent veterinary care, the CCM will contact the Executive Director prior to acting.

8. Lost and Found

Maintain, organize, and cross-check, refer to Lost and Found cat binder.

When cats with notched ears arrive, it is the CCM's responsibility to contact representatives from Feline Hope, Feline Fix Foundation, or Friends of Felines to determine if the cat is one of theirs and

provide them with physical description, clear photo, general area where cat was trapped. Do not give the name or exact address of the individual who trapped the cat. Have the cat sedated and re-vaccinated before release. Maintain proper records of vaccines and outcome of the cat.

When a stray cat arrives at the SPCA, it is the CCM's responsibility to share the cat on Lost and Found Pets, and Dare County Animal Services Facebook page as necessary. Information should include a clear photo of the cat, physical description, location where found (concealing the identity of the person who found the cat), and contact information for the Outer Banks SPCA.

9. Adoption Support

Assist in growing and monitoring our adoption program. Assist potential adopters in all stages of adoption from selection and introduction to the final contract.

10. Transfer Support

The CCM will supervise, coordinate and complete transfers of Outer Banks SPCA cats to other organizations. The CCM will make responsible decisions about intaking cats from other organizations, with the best interest of the animal as the top priority.

11. Training New Employees/Inmates/Community Service Workers/Volunteers:

Properly train newcomers on properly caring for the cats.
Maintain written, accurate instructions for trainees.

12. Maintaining Inventory

It is the responsibility of the CCM to ensure that adequate supplies are available at all times. The CCM will maintain proper storage of all supplies.

13. Front Office Support

Assist in office work as needed, including, but not limited to:

- answering phones, filing
- customer relations
- animal intake
- animal services complaints and dispatch
- foster follow up
- owner surrender

14. Population Management

Responsible for scheduling owner surrender cats in line with Outer Banks SPCA policies.

Responsible for development, institution, and evaluation of a creative housing plan that optimizes space, health, and animal needs. Plan must include in house, foster building, and transfers as corner stones to a lifesaving program.

Follows cross contamination policies including isolation of sick felines, consistent medication delivery, and ongoing evaluation of the animal's condition.

15. Physical Demands

This position, particularly the animal cleaning and care portions, are physical and require someone of sound body to perform the necessary tasks. There could be lifting of fifty pounds or more at times.