Feline Behavior Associate/Career Cat Placement

Marin Humane is an equal opportunity, non-profit employer. Our mission is to transform lives through exceptional animal care, humane education, and advocacy. Every day, we inspire compassion and positive relationships between animals and people. Our Core Values are Dedication to Animals, Collaborative Spirit, Courage with Compassion, Pursuit of Learning, and Celebrating Differences.

SUMMARY: The Feline Behavior Associate works with the Feline Behavior Coordinator to provide feline behavior services to shelter cats and members of the public. In this capacity, they provide consultation and educational sessions for the public, the volunteers, other shelters and Marin Humane staff, assist in supporting the Animal Care Department with all of the behavior assessments and supports the Adoptions Department with pre-adoption consults on particularly challenging cats. They work with Marin Friends of Ferals to find alternative placements for Marin Humane cats that are not suitable for general adoption. They are accountable for accomplishing department goals, working collaboratively with internal and external stakeholders and supporting the mission, goals and philosophy of Marin Humane and Marin Friends of Ferals.

ACCOUNTABILTY: Feline Behavior Coordinator
SALARY RANGE: $19.55/hr to $21.72/hr – non exempt
HOURS: Full Time 40 hours/week – Position open until filled
This position is sponsored by a one year restricted donor gift.

ESSENTIAL DUTIES AND RESPONSIBILITIES

SHELTER FELINE BEHAVIOR SERVICES

- Work directly with behaviorally challenged shelter cats to improve their outcome
    - Identify shelter cats needing socialization
    - Design strategies for assisting these cats

CLIENT BEHAVIOR SERVICES

- Conduct telephone, in person or home sessions with clients about their feline companions
    - Document behavior history
    - Respond to public advice line calls directly. Make follow up calls, as needed
    - Make recommendations on how to manage their concerns
    - Maintain records documenting Cat Behavior Office call

VOLUNTEER COORDINATION

- In conjunction with the Feline Behavior Coordinator, provide training and continuing education for all cat program volunteers, including Cat Volunteers
- Provide feedback on cat behavior volunteers as needed

- Provide recognition of cat behavior volunteers when appropriate and as needed

PUBLIC EDUCATION

- Assist in providing educational workshops/classes on cat behavior to the public
- Write articles to promote cat programs and education
- Give presentations to increase awareness, appreciation and understanding of cats and feline behavior

Career Cat Placement

- Working in consort with Marin Friends of Ferals, find alternative placements for cats that are not suitable for Marin Humane's general adoption program.
- Meet with guardians and review locations for placement. Educate potential guardians on needs of cat(s).
- Identify cats needing special placement and match these cats to the proper environment, working with the feline behavior staff.
- Physically deliver cats and equipment to new homes. Set up cats in new homes and monitor progress. Return and clean equipment to Marin Humane.
- Document policies and procedures.

CUSTOMER SERVICE

- Understand, support, and articulate organization's policies and philosophies to the public in a positive and effective manner
- Promote and emulate exemplary customer service by providing courteous, prompt and responsive service to internal and external customers
- Foster teamwork, creativity and a work culture aligned with Marin Humane mission and values

SAFETY & SECURITY

- Model and encourage safe practices and regulatory compliance throughout the organization
- Must be committed to a high standard of safety and be willing and able to comply with all safety laws and all of the employer's safety policies and rules
- Must be willing to report safety violations as well as potential safety violations to appropriate supervisory or management personnel
- Adheres to the files and records retention policies and procedures

DESIRABLE QUALIFICATIONS:

An ideal Candidate will possess the following knowledge, skills and abilities:

- Knowledge of a wide variety of cat behavior
- Experience with cats in outdoor settings
- Ability to supervise and mentor volunteers
- Animal welfare experience with direct, hands on experience working with cats in a shelter setting
- Ability to counsel cat owners on cat behavior
- Practical medical knowledge about cats, veterinary technician experience a plus
- Strong inter-personal and analytical skills

- Ability to organize and present recommendations
- Empathy, patience, good communication and listening skills
- Good computer skills, knowledge of the Microsoft Suite of software products
- Experience giving presentations to the public
- Flexible, patient and capable of "thinking on your feet" to meet the needs of a diverse potential guardians
- Ability to provide constructive criticism in a positive and encouraging fashion
- Organized and skilled at multi-tasking
- Good writing skills for composing follow-up emails to clients
- Outgoing and interested in people
- Valid California Driver's license

EDUCATION AND EXPERIENCE: A typical way of gaining the necessary knowledge, skill and ability for this position is a minimum of two to four years of working in shelters with cats or experience counseling cat owners and experience with a variety of cats is required. Behavior knowledge should have been gained through a combination of academic study, attendance at seminars and lectures and personal study. Good writing and presentation skills are required. Social services or experience counseling people would be useful. Bi-lingual in English and Spanish would be preferred.

Physical Demands:
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.

While performing the duties of this job, the employee is frequently required to sit and regularly required to walk and stand; this position involves a regular amount of repetitive motion of hands and wrists; the employee is regularly required to reach with hands and arms; the employee is occasionally required to climb or balance; stoop, kneel, crouch or sit on floor. The employee must occasionally lift, move, pull and/or push up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision and depth perception. Since this job requires working with animals, successful applicant shouldn't have any animal related allergies.

Work Environment:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles (i.e. pet dander) and toxic or caustic chemicals. The noise level in the work environment is usually loud. Willingness to work outside normal business hours; weekend time commitment is mandatory for this position.

BENEFITS:

FULL-TIME EMPLOYEES (AT LEAST 30 HOURS/WEEK):

- Medical- Kaiser High Deductible Health Plan (HDHP) with a Health Reimbursement Arrangement (HRA)
- Dental and Vision Plan
  - Dental includes Orthodontia for dependent children
- Domestic Partner Coverage Available (Medical and Dental plans)
- Life Insurance
- Long Term Disability Insurance

ALL REGULAR EMPLOYEES (AT LEAST 20 HOURS/WEEK):

- Section 125 Cafeteria Plan
- Fitness Reimbursement Program
- Employee Assistance Program
- 403(b) Retirement Plan
- Paid Holiday
- Paid Vacation
- Sabbatical Leave

ALL EMPLOYEES (INCLUDING PART-TIME AND TEMPORARY):

- Paid Sick Leave

Marin Humane reserves the right, at any time with or without notice, to alter or change job responsibilities, reassign or transfer employees, or assign additional job responsibilities. This job description does not constitute a written or implied contract of employment. Marin Humane is an equal opportunity employer.

ACKNOWLEDGEMENT & RECEIPT

I acknowledge that I have received, read, and sought clarification of any questions I have about the content of this job description.

PRINT NAME _____ SIGNATURE _____ DATE _____