



PET ALLIANCE VOLUNTEER POSITION DESCRIPTION

- POSITION:** Kitty Cuddler
- SPECIAL CONDITIONS:** Minimum 6 hours of availability per month. Regular interactions with cats is required.
- REPORTS TO:** Volunteer Manager/Coordinator and Shelter Manager

CUSTOMER SERVICE EXPECTATION:

Every volunteer action performed impacts customer satisfaction, and this has a direct impact on the success of the Society. Providing excellent customer service to both internal and external customers is considered a critical part of being a volunteer.

FUNCTION:

The Kitty Cuddler works in collaboration with shelter staff and other volunteers to ensure the daily enrichment, socialization and care of the shelter cats. The Kitty Cuddler is highly visible to the public and interacts routinely with potential adopters to help them find their new pet

RESPONSIBILITIES:

Care of Cats:

- Assist staff in cleaning cages, cattery and surrounding areas
- Clean up after cats throughout the day as needed- scoop poop, fill water, new towel, etc
- Ensure clean water is available at all times in cages and in free roam rooms
- Maintain appropriate socialization, medical and behavioral memos

Time Specific Duties

During Non-Operating Hours (9am-12pm)

- Socialize and provide enrichment to cats
- Help fold laundry, start new loads
- Assist staff in cleaning cages, cattery and surrounding areas

During Operating Hours (12-6pm)

- Greet potential adopters, guide them through the cattery and lead them to cats that might best suit their lifestyle and desires
- Socialize cats between customer interactions

Other:

- Keep all related work areas clean and in good order, including the Volunteer Den
- Maintain dress code and proper attitude always
- Perform other duties as assigned to meet the needs of the organization

QUALIFICATIONS:

- Minimum age of 16

KNOWLEDGE, SKILLS, AND ABILITY:

- Highly motivated toward the welfare and humane treatment of all animals
- High level reading, writing, spelling and communication skills in English
- Ability to communicate effectively with the public and staff
- Agreement to support Pet Alliance of Greater Orlando policies and procedures

PHYSICAL AND MENTAL DEMANDS:

- Safely handling cats in a shelter requires average vision, hearing, steadiness of hands/body, quick reflexes and mental alertness.
- The physical demands of this position also require standing, walking and bending for extended periods of times. Lifting requirements of up to 25 pounds

WORKING CONDITIONS:

- Most work is performed in the shelter areas of the Pet Alliance of Greater Orlando. It is an open, adequately ventilated, but somewhat noisy environment. In addition, the kennels are subject to extremely warm temperatures during the summer months.
- This position requires moving between rooms and buildings that may result in increased exposure to extremes in temperature.
- Position requires frequent and routine public contact as well as the ability to multi-task and maintain safe animal handling techniques under conditions that can be fast paced

This list of essential functions is not intended to be exhaustive. Pet Alliance of Greater Orlando reserves the right to revise this position description as needed to comply with actual volunteer position requirements.

Pet Alliance of Greater Orlando is an equal-opportunity employer, a drug-free workplace and compliant with ADA accommodations. Regardless of race, color, marital status, sex, sexual orientation, gender identity, genetic information, age, religion, national origin, disability, veteran's status, military leave, or other characteristics protected by applicable federal, state, or local law, Pet Alliance of Greater Orlando affords equal opportunity to all qualified Employees, Volunteers and applicants. We stand together in our dedication to the well-being of animals and pet owners, embracing their diversity as well.