



## **PET ALLIANCE VOLUNTEER POSITION DESCRIPTION**

**POSITION:** Cat Condo Volunteer

**SPECIAL CONDITIONS:** Minimum 6 hours of availability per month. Regular interactions with cats is required.

**REPORTS TO:** Volunteer Coordinator and Offsite Coordinator

### **CUSTOMER SERVICE EXPECTATION:**

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

### **FUNCTION:**

The Cat Condo Volunteer takes care of cats in our offsite locations with special attention paid to the locations at PetSmart Altamonte and PetSmart Ocoee.

### **RESPONSIBILITIES:**

- Clean cages, provide food and water, and clean bedding/toys
- Provide enrichment to cats in care
- Tidy (sweep, sanitize, etc.) cattery areas
- Restock items such as litter and food
- Report inventory of care items to offsite coordinators
- Socialize and spend time with cats in care
- Interact with potential adopters, and answer questions about the animals with the information provided in their offsite packets.
- Assist with the adoption process
- Keep track of cats that got adopted
- Communicate any medical needs as noticed
- Bring donations or adoption agreements back to the shelters as needed

### **TRAINING:**

- Must complete an application for all parties volunteering (parents and under 18 volunteer teams must both submit applications)
- Must complete a video orientation training, and a quiz following the video
- Must attend an interactive (hands on training) at one of the locations

**QUALIFICATIONS:**

- Position is open to anyone age 13 and up with a parent or guardian who is over the age of 18, or any person who is over the age of 18.

**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 policies and procedures

**PHYSICAL AND MENTAL DEMANDS:**

- Safely handling cats in this position 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 a retail store environment
- 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 reserves the right to revise this position description as needed to comply with actual volunteer position requirements.

Pet Alliance 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 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.