



Public - Community Cat - Office & Hotline Assistant

Major Objective:

The Humane Fort Wayne Community Cat Program has a goal of spaying/neutering, and vaccinating 250 community cats in the Ridgebrook Hills (46818) by the end of 2023. This will significantly reduce the number of cats entering Fort Wayne Animal Care & Control (FWACC) and being euthanized there due to space, helping to achieve No Kill at FWACC and subsequently, all of Allen County.

Position Function, Goals and Deadlines:

1. Retrieve, log and return phone calls and emails from the public to answer questions about the Community Cat Program.
2. Retrieve voicemail and email messages in a timely manner. Return all calls and emails within a 48 hour period.
3. Engage with the public and explain the benefits of our program.
4. Explain the services we provide and give the caller next steps to follow.
5. Call citizens to remind them about trap loan returns and upcoming trapping appointments.

Time Commitment and Location of Work:

1. Time commitment will vary depending on volunteer availability.
2. Typically 1-4 hours per week, ideally on Monday, Wednesday or Fridays.
3. Flexible schedule and will be coordinated with the Community Cat Coordinator
4. Volunteer work may be carried out at the Community Cat office at 4914 S. Hanna St. or at our spay/neuter clinic at 1333 Maycrest Dr.
5. Remote work may be possible to arrange.

Core Responsibilities:

1. Log all call and email information into a spreadsheet and return calls and emails that are outstanding.
2. Use a generalized script relating to TNR (Trap, Neuter, Return) and Community Cat specific questions. Training and script will be provided by the Community Cat Coordinator.
3. Summarize each conversation in the program's call log.
4. As needed, the callers that the Community Cat Coordinator will need to call them back. Email information to the coordinator in a timely manner.
5. Track and report hours to the Volunteer Department.

Qualifications:

1. Must be 18 years or older.
2. Customer service experience is a plus. Ability to effectively communicate with the public, including those that may have no knowledge of TNR or HFW policies.

3. Willingness to professionally advocate Humane Fort Wayne's position on Community cat/TNR issues.
4. Be able to handle sensitive and confidential situations appropriately.
5. Data Entry experience. Able to work with excel or google spreadsheets.

Supervision:

1. Community Cat Coordinator
2. Volunteer Development Coordinator