



Job Description: Feline Program Manager – Full Time
Department: Animal Care
Location: Greenhill Humane Society in Eugene, Oregon
Starting Salary: \$38,000 - \$42,000 plus benefits

Summary: The Feline Program Manager (FPM) supervises the health, care, and well-being of cats in the shelter; oversees the cat care and cat adoption areas; leads Community Cat programs including TNR and SNR; manages, trains, and motivates a team of animal care staff, works collaboratively with GHS staff and volunteers to fulfill the organization’s mission; and oversees care of all cats to ensure our Capacity for Care is maximized and cats move efficiently from intake to outcome.

Reports to: Director of Operations

Essential functions:

- Supervises animal care technicians and volunteers to ensure all cats in the shelter receive food, medical care, exercise, enrichment, socialization, and grooming according to shelter policies and protocols, and the Association of Shelter Veterinarians Guidelines for Standards of Care in Animal Shelters.
- Works with and supervises animal care technicians and volunteers to clean and maintain feline housing areas.
- Monitors the health and well-being of cats in the shelter; serves as case manager to rapidly identify medical or behavioral concerns; works closely with veterinary and behavior staff and animal care technicians to address cats who are not thriving in the shelter environment.
- Keeps Feline Receiving Staff updated regarding the availability of space and the number of cats that can be brought into the shelter; ensures intake procedures are promptly and thoroughly completed, including examining and vaccinating cats, completing all paperwork, and documenting each animal in PetPoint. Coordinates transfers as needed to ensure cattery capacity is effectively utilized.
- Humanely handles animals, including difficult to handle and potentially dangerous animals.
- Performs, and trains animal care technicians to perform, physical examinations and behavioral evaluations accurately and consistently.
- Ensures vaccines, treatments, and medications are administered according to protocols and treatment plans established by veterinary staff. Maintains accurate and complete records of animal condition and care, including physical and behavioral condition, and medical treatments provided.
- Works with the Foster Department to ensure that animals are placed in foster care if needed. Prepares animals for foster care and ensures all documentation is properly completed.
- Ensures kennel cards and website descriptions are promptly and accurately completed and updated as needed; and accurately describe animals to the public using objective characteristics and behaviors.
- Creates, updates, and distributes written protocols to continuously improve consistent and efficient operation of the shelter; trains staff and oversees compliance with protocols.
- Represents the organization professionally at all times; communicates effectively and professionally with coworkers, animal control officers, volunteers, foster parents, Greenhill supporters and customers.
- Provides excellent customer service. Interacts professionally and compassionately in person and on the phone with members of the public, including owners reclaiming stray animals, seeking information about lost animals, and potential adopters.
- Oversees adoption counseling; ensures that customers receive thorough and accurate information and compassionate, respectful service even when declining a request. Works to resolve tense situations with distraught or angry customers. Ensures adoption counseling procedures are consistently followed and documented.
- Works closely with outreach staff to promote animals, with the goals of increasing adoptions and reducing length-of-stay.

- Works collaboratively with other shelters and rescue organizations; evaluates organizations to determine suitability as transfer partners; engages in regular positive contact to maintain relationships; initiates communication with transfer partners regarding placement of animals; ensures transfer agreements are in place for any organization receiving an animal from the shelter.
- Initiates and participates in euthanasia discussions with veterinary, behavior, and administrative staff; assists with humane euthanasia procedures; performs procedures when certified; communicates with staff, volunteers, and members of the public regarding euthanasia decisions.
- Schedules and oversees paid staff to maximize efficiency; works with Volunteer Department to effectively utilize volunteer support.
- Oversees staff and volunteers to ensure equipment and materials are properly used and maintained and safety protocols are followed; promptly reports facility or equipment problems or safety concerns to maintenance staff.
- Inventories and orders food and animal care supplies as needed; ensures supply areas are stocked and organized; maximizes efficient use of resources.
- Conducts and participates in department meetings and trainings to review procedures, discuss workplace issues and share ideas for improvement; participates in management team meetings and all-staff meetings.
- Upholds the mission of the organization; keeps current with shelter events and program updates; ensures animal care technicians receive relevant updates.
- Transports animals, cages and other equipment to and from other shelters, rescue organizations, and off-site events.

Supervisory responsibilities

- Responsible for the hiring, supervision, performance management, discipline, and termination of all feline animal care technicians; provides ongoing feedback and timely evaluations.
- Establishes training plan for all staff and oversees volunteer training progress.
- Responsible for ensuring all cattery staff consistently follow written protocols; updates/creates standard operating procedures for cattery functions.
- Schedules staff to ensure adequate coverage within department personnel budget.
- Responsible for overseeing interior and exterior feline housing and enrichment areas, including proper cleaning and disinfecting, managing inventory of equipment and supplies, and identifying and addressing safety concerns.

Education, Skills & Abilities

- High school diploma or equivalent required; associate's or bachelor's degree in a related field preferred.
- Demonstrated supervisory experience, preferably in an animal care setting.
- Demonstrated knowledge of animal behavior and care, preferably in a shelter setting; minimum two years of professional animal care experience or equivalent combination of education and experience.
- Excellent customer service and interpersonal skills; ability to interact professionally with a wide variety of people and to remain pleasant and calm even in stressful situations.
- Ability to read, comprehend, and create written instructions.
- Ability to communicate clearly and professionally, both orally and in writing, with coworkers, volunteers, and the general public.
- Maturity, good judgment, ability to work effectively under pressure and prioritize tasks.
- Ability to perform basic math as applied to budgets, fees, inventory procedures, and medication dosages.
- Functional understanding of MS Office and internet applications; ability to learn and effectively use PetPoint software.

Certificates, licenses, registrations

- Valid Oregon Driver's license required.
- Certified euthanasia technician preferred.

Physical demands

- Ability to operate and maneuver equipment such as syringes, catch poles, computer terminals, and other materials used in performing essential functions.
- Ability to coordinate eyes and limbs to perform movements requiring skill and training, such as performing behavior assessments and modification activities.
- Ability to recognize and identify degrees of similarities or differences between characteristics of colors, shapes, sounds, odors and textures associated with job-related objects, materials and tasks.
- Ability to exert moderate but not constant physical effort, typically involving some combination of stooping, bending, kneeling, sitting, standing, crouching, and lifting, carrying objects and handling animals of moderate weight.
- Ability to sustain physical activity and concentration as required to complete tasks.
- Ability to safely and humanely restrain and handle animals of moderate-to-significant weight and strength.

Work environment

- Work is performed in an animal shelter with shared office space. Potential for exposure to zoonotic diseases, dangerous and fractious animals, high noise levels, hazardous chemicals, anesthetics and sharp objects. While performing the duties of this job, the employee is occasionally exposed to noxious odors, fumes, and airborne particles (including allergens such as animal fur and dander); toxic or caustic chemicals; and potentially volatile situations which can present risk of violence or injury. The noise level in the work environment is usually light to moderate and occasionally may be loud.
- This position requires regular exposure to animals and some outdoor work in all weather conditions.
- Work schedule is flexible, with some early morning and regular evening and weekend work. Approximately 40 hours per week.
- Allergic conditions, which could be aggravated when working near animals, may be a disqualification.