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14717 Aurora Ave N.
Shoreline WA 98133

Job Title: Volunteer Manager

Reports to: Executive Director

Job Type: Full Time
Pay Range: \$15-\$18/hour

Volunteer Manager for Nonprofit Cat Rescue

Seattle Area Feline Rescue is a small, high-volume, feline rescue in Shoreline, on the border of Seattle. We seek an enthusiastic Volunteer Manager to recruit, train, appreciate and coordinate our amazing volunteers. The position includes directly managing and training volunteers when needed. The ideal candidate will be friendly and outgoing, with a passion for people and felines, great written and verbal communication skills, a positive non-judgmental attitude, and the ability to work in a distracting and busy environment. Schedule is flexible, although some evening (until 7:30pm) and weekend work is required.

Duties & Responsibilities

- Recruit new volunteers and conduct regular volunteer information sessions
- Recognize and retain current volunteers
- Manage volunteer schedules and keep the volunteer database up-to-date
- Schedule, create, and coordinate trainings; deliver as appropriate
- Manage volunteer training program, including: developing and conducting trainings, managing and supporting Mentor Volunteers, and maintaining volunteer training manuals and handbooks
- Provide feedback/ guidance to cat care leads and adoption counseling staff on their supervision and training of volunteers
- Provide on the job observation, guidance, feedback and support for volunteers
- Attend in-service training, staff and volunteer meetings as required
- Co-facilitate quarterly meetings for each volunteer group, and organize volunteer appreciation get-togethers
- Learn clean team, cat care, retail, outreach and basic adoption counseling roles to update training and handbooks, and to help in those roles as needed
- Identify areas in need of improvement and provide solutions
- Work with staff members to understand volunteer needs and to fill them
- Oversee volunteer protocols and communication plans to keep volunteers up to date with any changes
- Communicate effectively and professionally with co-workers, management, and guests while promoting the SAFe Rescue programs, policies, and philosophies
- Other duties as needed

Knowledge, Skills, and Abilities:

- Excellent interpersonal skills with a servant leadership and customer service orientation
- Independent self-starter working style with solutions-oriented attitude
- Positive, outgoing leadership style with ability to appropriately negotiate/ manage conflict
- Ability to communicate effectively, courteously, and professionally with a variety of individuals representing diverse cultures and backgrounds, in both spoken and written English
- Experience successfully teaching or training adults and developing trainings
- Ability to work effectively, both independently and in a team environment, in an atmosphere of distractions, multiple projects, shifting priorities, and deadline pressures
- Abilities to multitask, to be flexible and detail-oriented, and to prioritize and shift priorities

- Ability to manage and maintain relationships with multiple coworkers, volunteers, and the community
- Knowledge of animal care, handling, and behavior
- Ability to have and maintain a “can-do” positive attitude and approach in a fast-paced environment
- Ability to resolve routine operating problems as they arise
- Proficiency with computers and the ability to easily learn new software, including G-Suite and database programs

Preferred Education, Skills, and Experience:

- Advanced experience in customer service
- Prior experience with Volgistics volunteer software
- Knowledge of cat behavior
- Experience working or volunteering in a shelter or veterinary environment, or alternatively, a medical environment with similar sanitation protocols
- Training: 1 year of experience
- Customer Service: 1 year of experience
- Volunteer Management: 1 year of experience

Working conditions

- Due to nature of shelter work, may be exposed to deceased, fractious, or aggressive animals; hostile or irate persons; parasites, zoonotic or other diseases; unpleasant noises, odors, or sights; disinfectants and chemicals; and extreme temperatures
- This position involves direct contact with cats, humans, computers and paper
- May work under stressful conditions due to the temperament and high volume of animals worked with
- Will need to work various shifts which may include holidays, evenings, and weekends

Physical requirements

- Must be able to stand, walk, sit, see, talk and hear, stoop, bend, squat, kneel, grasp grip, put fingers together firmly and reach above and below shoulder level and lift
- Must be able to push or pull 30 pounds for situations of restraining or moving animals and lifting food and animal care supplies
- Must be able to repetitively use hands to operate computers
- Must be able to flex the neck upward and downward and to twist the neck and the waist

Employee Benefits

- Paid sick and vacation time
- Pet supplies available to purchase at cost
- Option to purchase Colonial Life supplemental insurance policy

To Apply:

Please apply with a resume and cover letter through our posting on [Indeed](#). *Preference will be given to applications received by 9/23.*

About SAFe Rescue

Seattle Area Feline Rescue takes in homeless cats and kittens, gives them the care they need to recover, and finds them loving homes. Over 1,500 felines, including seniors and special needs cats, find homes here each year as people in search of new friends visit our welcoming storefront Adoption Center. An extensive network of community volunteers and foster families helps the rescue carry out its mission to save more lives. Seattle Area Feline Rescue provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal state and local laws.