



Pet Haven

Pet Haven Feline Phone Line Support:

This volunteer will check our Pet Haven Cat Surrender Line Voicemail regarding cat specific questions. This Volunteer will be in charge of calling the person back (if applicable), and answering their question to the best of their knowledge. If necessary or applicable, the volunteer will direct the question to the appropriate staff or volunteer who can answer and address any questions or concerns the caller may have.

Reports to: Volunteer Manager

Pet Haven Feline Phone Line Responsibilities:

- Checking the voicemail daily (calls average between 5-10/week)
- Responding to messages, if applicable within 24 hours
- Forwarding messages to the proper volunteer, if applicable

Time Commitment:

Approximately 2-3 hours/week

Qualifications:

- Access to a laptop computer
- Access to phone
- Knowledge on cats (preferred)
- Have owned or worked with cats (preferred)