



Pet Haven

OS Application Review Coordinator

The OS Application Review Coordinator- Cat Division is responsible for responding, coordinating, and processing cats who are surrendered by their owner or returned to Pet Haven. The OS/Return Coordinator reviews and assesses the animal's veterinary records and surrender form, and communicates with the Foster Placement Coordinator to find placement for them. The OS/Return Coordinator works closely with Intake Coordinators and the Cat Adoption Coordinator to ensure a smooth transition for the animal to Pet Haven's care.

Responsibilities

- Respond to emails/phone calls from owners or adopters wishing to surrender their cat to Pet Haven
- Explain Pet Haven's intake procedure and requirements to surrendering parties
- Discuss alternatives to surrender with cat's owner and offer training/behavior assistance, if requested
- Obtain and review surrender form, vet records, and communication with owner
- Keep open communication with Intake Coordinators and other Cat OS volunteers to place cats in foster homes.
- If necessary, conduct a home visit with the owner and animal to assess animal's behavior and health condition

Time Commitment

5 hours/week

Qualifications

- Intermediate computer skills including email and internet access
- Experience in Google Docs a plus
- Great communication skills
- Experience in cat behavior and health
- Empathetic and self-directed

Reports to the Cat Division Director