

Position

Community Cat Administrator

Type

Full-time

12 Month Contract

Hours

- Wednesday - Sunday
- 35 - 37.5 hours per week

Location

- HBSPCA, 245 Dartnall Road, Hamilton, ON

Compensation

\$55,000 + benefits

Number of Positions

1

Reports To

Director, Animal Care

About the HBSPCA

For 138 years, the Hamilton/Burlington SPCA (HBSPCA) has been a cornerstone of animal welfare in our region. As one of only three Humane Canada Accredited animal welfare organizations in Canada, we care for more than 25,000 animals annually and work every day to strengthen the bond between people and animals in our community.

Our vision - the Pet-First Campus and Unleash Love Capital Campaign - reflects our commitment to building Canada's first integrated Animal Wellness Hub, and the energy behind it starts with our people. Learn more at hbspca.com.

Our Mission for this Program

The Community Cat Program has three objectives, and every part of this job connects to one of them.

1. Reduce the number of community cats in our communities.
2. Recruit, educate and support Colony Caregivers who become our community ambassadors, helping on the ground, supporting these colonies, and making sure community cats are safe and supported.
3. Create a program that supports community partners, colony caregivers and volunteers so that we increase the number of community cats served.

The Hamilton Burlington SPCA is one of a small number of organizations in Canada to hold Humane Canada accreditation. We operate our own veterinary hospital and surgical suite, a community van fleet, and a network of food and resource supports. This program is a core community program of the HBSPCA and it is supported by every department in the organization.

The Position

This is the role that makes the Community Cat Program feel organized, responsive and welcoming from the very first phone call.

Colony caregivers are often exhausted, frequently paying for food and care out of their own pockets, and sometimes frustrated by how long it takes to get an answer. Our single most common complaint is response time. The Community Cat Administrator owns that problem. You are the first voice a caregiver hears, the person who books their surgery date, the person who confirms their food delivery, and the person who makes sure the paperwork is done properly so nothing falls through.

This job is tactical. It is phone calls, welcome conversations, correspondence, paperwork, onboarding, surgery support, recovery centre coordination, volunteer scheduling, and the coordination of food delivery and training. It is not a strategy job and we are not pretending otherwise. It is the job that keeps the program running, and doing it well is what will let this program grow.

You will work Wednesday through Sunday. Office Support Admin volunteers cover Monday and Tuesday, and you will set them up to succeed before your weekend begins.

This Role is Right for You if:

We are looking for someone who intends to stay. This program has had too much turnover and our partners have noticed. Commitment to the cause is a hiring criterion, not a nice to have.

- **Substantial customer service experience.** Two or more years in a front line role handling a high volume of calls and inquiries, including difficult and emotional ones.
- **Strong administrative skills.** Accurate data entry, comfort with Microsoft Excel, Word and Outlook, and the discipline to keep records current every day rather than every month.
- **Organization.** Managing a calendar, a queue and multiple deadlines without dropping any of them.
- **Clear written communication.** Emails, letters and notes that a caregiver can understand the first time they read them.
- **Availability.** Wednesday to Sunday, including every Sunday intake day.

Considered an Asset:

- Experience in animal welfare, veterinary reception, or a shelter environment.
- Knowledge of TNVR, colony management or community cat work.
- Experience coordinating volunteers.
- Experience with a shelter database or CRM.
- A second language spoken in our communities.

Key Responsibilities

First Contact and Customer Service

- Answer the Community Cat phone line and monitor the program email inbox and voicemail queue as the first point of contact for the public, caregivers and partners.

- Meet our published response standard on every inquiry, and flag the exceptions to the Community Cat Manager rather than letting them sit.
- Deliver the welcome conversation with every new caregiver, explaining how the program works, what we provide, what we ask of them, and what happens next.
- Handle difficult conversations calmly. Some callers will disagree with our approach and will say so directly. You will listen, stay respectful, explain our position clearly, and know when to escalate.
- Greet caregivers and members of the public arriving on site for intake, drop off and pick up.

Caregiver Onboarding and Records

- Complete caregiver intake and registration, including colony location, colony size and contact details.
- Issue, explain and file trap agreements, and track trap serial numbers out and back.
- Maintain the Community Cat master workbook accurately and daily, including the caregiver list, trap inventory, food distribution, training records and surgery records.
- Produce weekly and monthly program reports for the Community Cat Manager, and pull data on request for the Director of Data, the Director of Giving and the Manager of Communications.

Surgery Support and Recovery Centre Coordination

- Book and confirm surgery appointments with the veterinary hospital and hold the surgery calendar for the program.
- Prepare intake paperwork ahead of each surgery day and confirm arrivals with caregivers the day before.
- Coordinate the recovery centre, including space bookings, holding times, and communication with caregivers about when their cats are ready.
- Prepare discharge paperwork and aftercare instructions, and confirm return to field arrangements with the Trapping and Colony Support Coordinator.

Volunteer Engagement

- Schedule and brief Office Support Admin volunteers, including Monday and Tuesday coverage when you are off.

- Work with the Volunteer Department on recruitment, screening and onboarding of program volunteers.
- Track volunteer hours, recognize contributions, and keep volunteers informed about what the program is achieving.

Food Delivery and Training Coordination

- Take food and supply requests, schedule them, and confirm them with caregivers.
- Coordinate with Pet Thrift, Pet Pantry and Logistics on stock, loading and van scheduling.
- Schedule caregiver training sessions, confirm attendance, issue materials and record completions.

Partnerships and Communications

- Maintain regular correspondence with community partners, rescue groups and municipal contacts, and keep the partner contact list current.
- Draft caregiver facing communications and newsletters with the Manager of Communications.
- Monitor program social comments alongside Communications, respond to routine questions, and escalate anything sensitive.

Tentative Weekly Schedule:

This schedule is tentative and will be confirmed with the successful candidate. Hours shift during peak kitten season and around trapping weeks.

- **Wednesday - Reset and Plan:** Clear the Monday and Tuesday volunteer queue, return calls, confirm the week's surgery bookings, brief the Trapping Coordinator on caregiver requests.
- **Thursday - Onboarding and Training:** Welcome calls with new caregivers, registrations, trap agreements, training session scheduling and confirmations.
- **Friday - Food and Supplies:** Confirm food and supply requests, coordinate loading and van scheduling with Logistics, update the master workbook.
- **Saturday - Surgery Preparation:** Prepare intake paperwork, confirm Sunday arrivals with every caregiver, prepare recovery centre space.

- **Sunday - Intake Day:** On site for intake. Greet caregivers, receive cats, complete paperwork, support the hospital team, communicate recovery timing.
- **Monday - Off:** Office Support Admin volunteers monitor the queue against your briefing notes.
- **Tuesday- Off:** Office Support Admin volunteers monitor the queue. No public facing service.

Working Conditions

- Primarily office based at 245 Dartnall Road, with regular contact with animals, including unsocialized cats in traps.
- Sundays are intake days and are busy, physical and time sensitive.
- Occasional evening work during trapping weeks and community events.
- Exposure to allergens, cleaning products and animal odours.
- Occasional lifting of traps, carriers and food bags up to approximately 20 kilograms.

How To Apply

Please send a resume and a short cover letter telling us why this work matters to you, to careers@hbspca.com, with "Community Cat Administrator" in the subject line. Applications will be reviewed as they are received.

Please be aware that once you submit your resume or application, your information will be retained for 5 years as per Ministry of Labour Employment requirements 2025. If you are selected for an interview, your information will also be kept on file that you either were interviewed and declined or interviewed and selected. This is also a requirement of the Ministry of Labour to maintain a list of all candidates that applied for the role even if they are not hired. Finally, we do not use AI technology to review, assess and select candidates as of July 1, 2025. Only those selected will be contacted for an interview.

Diversity, Equity, and Inclusion

The HBSPCA is an equal opportunity employer that actively supports diversity, equity, and inclusion. We welcome applications from candidates of all backgrounds and lived

experiences. If you require accommodation during any stage of the recruitment process, please contact your interview lead for assistance.