



TREE HOUSE

HUMANE SOCIETY

JOB DESCRIPTION

JOB TITLE: Community Programs Intern
EMPLOYER: Tree House Humane Society
DEPARTMENT: Operations
REPORTS TO: Manager, Community Programs
SUPERVISES: N/A
CLASSIFICATION: Internship, unpaid
EFFECTIVE DATE: 05/01/23

SUMMARY: The role of the Community Programs Intern is to support all operational and promotional aspects of Tree House's community programs, including Trap-Neuter-Return (TNR) and Cats at Work (CAW). These programs work to reduce the outdoor cat population in Chicago and to empower and support colony caretakers to make well-informed decisions for community cats. Additionally, this position provides coordination and execution support to community engagement efforts such as vaccination events, workshops, and tabling opportunities.

DUTIES AND RESPONSIBILITIES:

- Provide general support to Cats at Work (CAW) program; up to and including: assisting with cat pick-ups/drop-offs, set up CAW acclimation crates, administrative maintenance, and client service.
- Provide general support for spay/neuter and Trap-Neuter-Return (TNR) transports; up to and including: loading/unloading animals from vehicles, confirm appointments with clients, communicate post-op instructions with clients.
- Assist with operational support for Vaccination pop-up, and Pet Supply Pantry events
- Attend and provide operational support to TNR community tabling events/workshops.
- Participates in community engagement efforts including canvassing, specialized training for caretakers and volunteers (both onsite and in the field), and community building workshops.
- Maintains electronic records of colonies, cats, clients, and placements.
- Sort donations and maintain an organized pantry.
- Monitors and responds to TNR and CAW inquiries via email and phone calls.
- Performs other related duties as assigned by management.

FINANCIAL SUPPORT:

- Tree House will provide a \$300 Transportation Stipend to facilitate participation in this internship.

QUALIFICATIONS:

- High School degree or equivalent required.
- Computer skills required: Microsoft Office
- Spanish speaking is strongly preferred, but not required.
- Valid driver's license preferred, but not required
- Working knowledge of animal welfare issues is preferred.
- Excellent communication and social skills: ability to successfully communicate and work effectively with individuals from diverse backgrounds and cultures.

COMPETENCIES:

- **Attendance & Dependability** - Is consistently at work and on time. Follows instructions and responds to management direction. Provides consistent, timely, high-quality work. Follows through on commitments. Uses time efficiently. Takes responsibility for own actions.
- **Customer Service** - Treats customers (internal and external) with respect and courtesy. Shows interest in, anticipates, and responds timely to customer needs and concerns. Goes beyond basic service expectations to help customers. Responds appropriately to and resolves difficult and emotional situations. Seeks ways to improve service delivery.
- **Diversity** - Enthusiastically works with all employees, regardless of race, gender, culture, and age. Values contributions of people from diverse backgrounds. Demonstrates respect for opinions and ideas of others. Shows awareness of and sensitivity to cultural and individual values.
- **Ethics** - Respects and maintains confidentiality. Tells truth and is honest in all dealings. Avoids situations and actions considered inappropriate or which present a conflict of interest. Upholds organizational values. Does not misrepresent self or use position or authority for personal gain.
- **Teamwork** - Listens and responds constructively to others' views. Gives and welcomes feedback. Provides assistance to others when they need it. Shares expertise. Acknowledges others' effort and contribution. Puts success of team above own interests. Creates a positive work environment.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to stand.
- Frequently required to walk.
- Occasionally required to sit.
- Frequently required to climb, balance, bend, stoop, kneel or crawl.
- Continual exposure to outside weather conditions.
- Must occasionally lift and /or move up to 40 pounds.

- Additional remarks regarding work environment: Frequent exposure to potentially harsh outdoor environments including areas infested with rats or dirty conditions.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Tree House Humane Society is an equal opportunity employer and seeks to employ qualified individuals based on individual merit. Tree House Humane Society does not discriminate against any individual with respect to the terms and conditions of employment based on that individuals race, sex, age, religion, color, national origin, disability, genetic information, marital status, veteran status, sexual orientation, gender identity or expression, housing status, or any other non-merit factor protected under state, local or federal laws. Equal Employment Opportunity applies to all personnel actions such as recruiting, hiring, compensation, benefits, promotions, training, transfer, termination, and opportunities for training. Tree House Humane Society is committed to a fair and equitable workplace where everyone is a respected and valued member of the team.