



OUR MISSION

The Merrimack River Feline Rescue Society is a nationally recognized, nonprofit, volunteer-driven organization committed to ensuring the health and welfare of feral and domestic cats and kittens by promoting pro-active, compassionate, no-kill programs.

Job Description: Catmobile Reservations Operator & Program Assistant

Overview: Seeking a dependable, highly motivated, compassionate individual with customer service experience to act as the frontline for MRFRS's Catmobile via phone and email.

Reports to: MRFRS Catmobile Program Manager

Schedule: 25 hours/week, M-F 9:30am – 2:30pm (additional hours occasionally necessary)

Responsibilities:

- Promptly answer and return calls/emails requesting Catmobile appointments.
- Schedule Catmobile appointments quickly and accurately.
- Answer Catmobile-related calls/emails as able, or refer to appropriate person.
- Make reminder calls each day to upcoming Catmobile appointments.
- Maintain database and enter records accurately.
- Perform general office duties including copying, printing, scanning, filing, etc.
- Keep office supplies stocked and organized.
- Other duties as assigned.

Qualifications:

- Outstanding customer service skills and a strong desire to work with people.
- Ability to treat people with compassion.
- Extraordinary tact and diplomatic skills.
- Ability to remain levelheaded and calm at all times.
- Excellent verbal/written communication skills.
- Minimum 2 years experience in customer service or related field.
- Previous experience in a veterinary or medical office preferred but not required.
- Proficient using Microsoft Office and Google Docs (especially Excel)
- Basic computer and math skills required.

To apply, please send a resume and cover letter to hr@mrfrrs.org, attention Kerri. No phone calls please. To learn more about the MRFRS and Catmobile program, please visit mrfrrs.org and catmobile.org.

