

The Feline Fix  
Clinic Coordinator – Job Description

**Job Title:** Clinic Coordinator

**Reports to:** Clinic Manager

**Supervises:** N/A

**Location:** The Feline Fix facility in Commerce City, Colorado

**Schedule:** Wednesday – Saturday, 7:30 am – 4:00 pm (32-36 hours per week. Exact hours may vary depending on daily spay/neuter clinic schedule and needs.)

**Salary:** \$17.00 per hour

**Job Type:** Full-time, Non-Exempt

**Benefits:** health, dental, and vision insurance, life/AD&D insurance, paid time off (vacation/sick days on an accrual basis plus additional paid holidays), and discounts on veterinary care.

**General Position Description:**

The Feline Fix promotes the health and welfare of underserved cats by providing low cost spay/neuter and veterinary services and supporting community cat caregivers including those conducting trap-neuter-return. The Feline Fix is committed to education and outreach that advances the quality of life for feral cats and joining collaborative efforts to address issues of this vulnerable population.

The Clinic Coordinator is the face of The Feline Fix and serves as the point of contact for our clients, rescue partners and the general public. The Clinic Coordinator is engaging, personable and eager to work with our diverse clientele to better serve the cats in our community. This dynamic individual is well organized, efficient and works well in a fast-paced environment. The Clinic Coordinator helps ensure our clinic runs efficiently and is the liaison between the clinic staff, clients, and volunteers. The Clinic Coordinator reports to the Clinic Manager and is responsible for all administrative functions and overseeing volunteers. The Clinic Coordinator also performs general office duties including but not limited to answering phones, filing, responding to emails, and scheduling surgeries, and is also responsible for onboarding and scheduling clinic and administrative volunteers.

**Principal Duties and Responsibilities:**

- Coordinate wellness and spay/neuter clinic days including scheduling and checking-in/out patients. Works closely with clinic staff and clients to ensure excellent care and customer service throughout experience.
- Onboard new clinic and administrative volunteers.
- Maintain Helping Habit volunteer database and schedule volunteers for clinic duties.
- Supervises volunteers with oversight by the Clinic Manager.
- Greet and assist clients, answer phones, respond to voicemails and other general receptionist duties.
- Responsible for loaning out traps, collecting payments and invoicing volume clients.
- Ensure all medical records are complete, entered correctly into Clinic HQ and are filed properly.
- Assist with daily cleaning of the office/storage space and laundry.
- Maintain office inventory.
- Offer exemplary customer service to our clients, volunteers, and other constituents.

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**Job Specifications:**

**Required Knowledge, Skills and Abilities:**

- Commitment to the mission of The Feline Fix, *“To champion the welfare of all cats, especially the most vulnerable.”*
- Ability to work with and around cats, both tame and feral.
- Experience with Microsoft Office.
- Exceptional customer service skills with internal (staff) and external (collaborators, clients, donors, volunteers, etc.) constituents.
- Ability to work collaboratively in a team setting, but also work independently.
- Ability to multi-task and work in a fast-paced environment.
- Strong attention to detail.

**Education and Experience Requirements:**

- 1-2 years’ experience working as a receptionist, or other office-related position.
- 1 year experience coordinating volunteer schedules or overseeing volunteers preferred, but not required.
- Experience working in a shelter and/or spay/neuter clinic preferred, but not required.
- Bi-lingual in Spanish a plus, but not a requirement.

**Licensure and Certification:**

N/A

**Additional Information:**

**Working Conditions:**

This position is required to lift up to 25 pounds and occasionally 40 pounds and move cats in traps.

This job description is not intended to be all-inclusive. The employee may be required to perform other related duties to meet the ongoing needs of the organization.

**How to Apply:**

Please email your résumé and cover letter to [Lindsay@thefelinefix.org](mailto:Lindsay@thefelinefix.org).

Please write "Clinic Coordinator" in the subject line of your email.

***No phone calls, please.***

The Feline Fix provides equal employment opportunities (EEO) to all employees and applicants without regard to race, color, religion, national origin, citizenship, marital status, parental status, disability, age, membership in any labor organization, political affiliation, creed, ancestry, gender, sexual orientation, gender identity or veteran status in accordance with applicable federal, state, and local laws. The Feline Fix complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.