



<b>Job title</b>	<b>Animal Care Associate</b>
<b>Reports to</b>	<b>Shelter Manager/Animal Care Lead</b>

### **Job purpose**

The Animal Care Associate is responsible for providing superior animal care to shelter animals and excellent customer service to adopters, guests, and volunteers. The incumbent provides hands-on care, cleaning, feeding, and enrichment of all shelter pets. Actively promotes shelter animals for adoption and professionally assists all potential adopters find the right match.

### **Essential Duties and responsibilities – include the following but are not limited to:**

#### **Direct Animal Care:**

- Provides consistent humane animal care for all cats, dogs, rabbits, other small domestic animals in our care.
- Works closely with volunteers providing a welcoming environment, thorough training, acknowledgment of their help daily, and by providing enriching assignments. Report any challenges to the Volunteer Manager.
- Completes daily cleaning routines, maintaining assigned areas in a clean, organized and professional manner.
- Spot-cleans, refills water, changes out litter boxes, etc. throughout the day and before leaving every night.
- Provides kennel enrichment, training, and socialization to the animals in assigned areas.
- Ensures bowls, bedding, and kennels are cleaned daily according to procedures.
- Monitors the health of shelter animals; follows established procedures if symptoms of illness arise based on the degree of illness or injury, and works collaboratively with the medical department to address the needs of the animal.
- Provides medical treatments as needed (i.e. oral, topical medications, bandaging, etc) under the guidance and direction of the medical department.
- Reports any observed temperament and/or health concerns to supervisor. Identifies potentially dangerous animals with kennel signage to protect co-workers and volunteers. Moves animals from public areas as necessary to promote a safe environment for the public.
- Conducts Intake Examinations, including vaccinations, on all new animals according to protocols. Accurately and completely enters animal information into the animal management database.
- Daily or as assigned, provides care for all off-site animals, including cleaning, feeding, stocking supplies, etc. Transports animals to off-site adoption locations as pets get adopted or need to be returned for illness or other reasons.
- Uses low stress, humane animal handling with all animals to include animals demonstrating aggression.
- Assists as needed to provide humane animal handling and restraint techniques for medical procedures.
- Conducts behavioral assessments on animals to determine adoptability and pathway.
- Assists with euthanasia as requested including restraining, remains preparation, etc.
- Ensures adequate supplies are available and restocked for areas assigned (i.e. feed, bowls, litter boxes, bedding, cleaning supplies, enrichment items, etc.).
- Reports equipment, facility, and supplies in disrepair when observed to ensure the equipment is in working order.
- Notifies supervisor when supplies are running low or equipment is missing.
- Follows all safety standards, adheres to procedures & protocols and ensures safe day to day operations are maintained.
- Ensures the lower shelter level, parking areas, storage rooms, restrooms, etc. are clean, safe and organized.

- Communicates effectively and professionally with co-workers, management, volunteers and guests at all times.
- Promotes positive relationships with the guests, volunteers and staff while promoting the society's programs, policies and philosophy.
- Maintains the shelter animal database entering in all intake information, adds any behavior or medical observations daily or as needed. Ensures all animal information is up-to-date and accurate including kennel number, kennel cards, etc.
- Attend in-service training, staff and volunteer meetings as required.
- Wears appropriate, clean uniform with name tag, and conforms to dress code at all times during business hours.

#### **Adoptions:**

- In friendly and inviting manner, accompanies potential adopters to the animal areas and answers any questions as requested.
- Provides exceptional customer service to all guests.
- Learns the history and temperament of shelter animals and is able to thoroughly and accurately share that information with potential adopters.
- Assists potential adopters in the selection of animals. Leads visitations and shares all information collected about the animal with the adopter.
- Is able to diplomatically steer adopters toward animals that are a good match for their lifestyle and away from animals that would likely not be a good fit.
- As requested, safely conducts introductions of shelter dogs to existing dogs of the potential adopter.

#### **General:**

- Uses supplies wisely always trying to conserve and save money.
- As is the responsibility of every employee of HSS, fundraises and requests donations at every appropriate opportunity inviting our community to be part of the great work we do to help animals.
- Other duties as assigned by supervisor or Executive Director.

### **Working Conditions and Essential Capabilities**

*The working conditions described here are representative of those an employee encounters while performing the essential functions of this job. At those times, the employee is subject to the typical physical requirements and hazards encountered by animal shelter employees. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.*

**GENERAL:** Requires handling of animals and exposure to fumes from chemicals. Subject to animal dander, bites, and scratches. Requires stooping, bending and lifting up to 50 lbs. with reasonable accommodations. Must be able to work standing for up to 8 hours.

### **Working conditions**

Will work primarily on-site at animal care facility, with the occasion off-site special and mobile events. Indoor and outdoor working environment with frequent high temperatures and exposure to sun. There is a potential of exposure to parasites and infectious diseases that can be carried and transmitted by animals.

**Environmental Conditions:** While performing the duties of this job, the employee regularly works indoors and outdoors and is regularly exposed to fumes or airborne particles, animal transmitted diseases, exposure to fractious, frightened, dangerous animals, mental and emotional stress from euthanasia, and contact with irate/emotional pet owners. The employee is occasionally exposed to toxic or caustic chemicals. The noise level in the work environment is usually loud.

**Physical Conditions:** Depending on assigned task, duties for this job typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing, balancing, pushing, pulling and lifting. Incumbents may be exposed to moving mechanical parts, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting and intense noises.

### **Physical requirements**

Must be able to stand and walk (up to 8 hours per day), sit, talk and hear, stoop, bend, squat, kneel, grasp grip, put fingers together firmly and reach above and below shoulder level and lift, push or pull 50 pounds for situations of restraining or moving animals and lifting food and animal care supplies, repetitively use hands to operate computers; flex the neck upward and downward; twist the neck and the waist. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Essential Physical Capabilities to perform the essential functions of position:**

- **ENDURANCE-MOVING ABOUT:** *Frequently (Occurs on every shift)* - Move from location to location. Ability to maneuver well and react and move quickly (example: ability to quickly pursue and retrieve any cats or dogs who have escaped from a kennel, cage, or play area).
- **WALKING:** *Frequently (Occurs on every shift)* - Move about on foot.
- **LIFTING/CARRYING:** *Frequently (Occurs on every shift)* - Lift by manually raising or lowering an object or animal from one level to another (including upward pulling), and or carry (transport) an object or animal, usually holding it in the hands or arms. Must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds. Also may endure physical stress.
- **CONTROLS:** *Frequently (Occurs on every shift)* - Use one or both arms and /or hands and/or both feet or legs to move controls on machinery or equipment. Quick reflexes and ability to use both hands simultaneously (example: open kennel door while handling animal). High level of manual dexterity to collar, leash, and/or harness animals.
- **HANDLING:** *Frequently (1/3 to 2/3 of the time)* - Seize, hold, grasp, turn, or otherwise work with the hand or hands and maintain physical control of tools and/or equipment. Ability to handle and restrain animals of all sizes (up to 140 pounds) with extreme caution and care. This requires average vision, hearing, steadiness of hands and body, quick reflexes, physical strength, and mental alertness.
- **TALKING:** *Frequently (Occurs on every shift)* - Express or exchange ideas by means of the spoken word to impart oral information to coworkers, volunteers and the public. Ability to speak and effectively communicate the English language verbally as well as in written form. Convey detailed spoken instructions to other staff/vols. accurately, loudly, or quickly.
- **HEARING:** *Frequently (1/3 to 2/3 of the time)* - Perceive the nature of sounds by the ear.
- **SEEING:** *Frequently (Occurs on every shift)* - Obtain impressions through the eyes of the shape, size, distance, motion, color, or other characteristics of objects. This includes peripheral vision, depth perception, and the ability to adjust focus.
- **SMELLING:** *Frequently (Occurs on every shift)* - Obtain impressions through the nose of substances organic and chemical.
- **MORE SPECIFIC VISION ABILITIES REQUIRED BY THIS JOB:** Close vision for computer work; examining animals for injury, mites, etc.; locating vein for IV injections or to see pupil reflex to determine shock or death; distance vision to see and identify animals in motion, to distinguish species, breed type; color vision to distinguish color of animal, collar, or tag; to see and recognize behavioral signals of animals that indicate fear, aggressiveness, etc.; depth perception to judge size and distance; and the ability to adjust focus to distinguish color of animal and breed type.

### **Essential Mental Capabilities to perform the essential functions position:**

- Ability to understand, remember and follow instructions and procedures given in English.
- High level reading, writing, spelling and communication skills (example: understand words such as quarantine, euthanize, and other common industry-related terms), and mastery of the English language.
- Possess problem-solving capability.

- Must be able to recognize potentially dangerous situations when working with animals, must be able to remain calm with animals who are upset; behave sensitively and confidently, show good judgment and act appropriately in these situations.

**Essential Emotional Capabilities to perform the essential functions of position:**

- Ability to cope with unexpected animal behavior without assistance.
- Ability to cope with an emotionally charged environment with animals that are homeless, neglected, and/or abandoned, as well as the reality that some of the unhealthy animals in our care may be euthanized.
- Ability to understand the Shelter’s policies and procedures regarding companion animals, animal control, and other key animal welfare issues and an ability and willingness to appropriately and accurately represent those policies when interacting with the public or otherwise representing the Shelter.

**Level of Supervision:**

- Once trained, animal care staff must be self-motivated and able to work with minimal supervision yet must recognize limitations in knowledge and abilities and ask for help when needed.
- Must be able to work independently for long periods of time, as well as work within a team atmosphere with other staff and volunteers.

**Direct Reports**

Volunteers assigned to kennel and adoption areas.

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**Qualifications**

- High School Diploma or equivalent.
- Minimum of 2 years experience in an animal care environment preferred.
- Excellent customer service and communication skills.
- Ability to understand and follow verbal and written instructions.
- Must be able to multi-task and work well under pressure.
- Must possess a genuine passion for animals and their welfare.
- Be willing and able to pass a background check.

I have read and understand the above job description.

Employee Name (please print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_