

Job Title: Animal Care Associate



Reports To: Animal Care Manager

Schedule: Varies

FLSA Status: Non-Exempt

Type: Full-Time

Summary:

The Animal Care Associate is responsible for maintaining a safe, sanitary facility for animals; providing humane handling, proper nutrition, exercise and care for all shelter animals; and assisting the public in admitting and adopting animals; promoting responsible pet ownership; and meeting and greeting customers.

Essential Duties and Responsibilities Include:

- Clean and disinfect assigned kennels or cages; assist teammates in ensuring entire shelter is completed in time for the public's arrival
- Conduct daily/continual kennel inspections and assists in repairs and upkeep as well as daily cleaning, disinfecting and maintenance
- Ensure that all animals receive proper food and water, bathing, grooming and humane handling
- Ensure all dishes, toys, and bedding are sanitary
- Ensure that all animals taking medication are given proper dosage at the proper times and communicating that medication has been given
- Continually inspects adoption areas, interaction areas, and spot cleans cages and runs when necessary
- Maintain accurate records regarding animals, animal case files and supply inventories when asked including unloading supply trucks when they arrive
- Greet visitors and potential adopters; respond to questions about the adoption process and specific animals; provide accurate information and friendly service to the public; makes assessments of applicants' qualifications and give feedback to the Adoption Coordinator
- Assist in animal assessment and training
- Assist Shelter Veterinarian with intake of new animals as well as care of current animals
- Maintains cooperative work relationships with other community agencies/clinics
- Performs special assignments and other duties as assigned when necessary

Qualifications/Expectations:

- Enthusiasm for the mission of the Humane Society of Charlotte and helping animals in our community
 - Preferred: High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience
 - Preferred: Working knowledge of shelter terminology and processes; ability to identify animal species, breeds, ages and sexes; ability to identify signs of animal illnesses, diseases and injuries; demonstrated animal control knowledge and abilities
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- Preferred: Skill in animal first aid and CPR, basic animal grooming techniques, and basic laboratory techniques
- Working knowledge of MS Office and internet software
- Self-motivated, well organized, detail oriented, and able to effectively work independently and within a team framework
- Goal oriented, committed to excellence and results
- Strong interpersonal communication skills required; able to responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance. Ability to approach customers and guide them through entire pet adoption or placement process.
- Must have a great sense of humor and enjoy working in a relaxed office environment
- Capable of balancing multiple priorities, with limited resources, in a fast-paced environment
- Must be comfortable interacting with dogs and cats
- Must have a valid driver's license, reliable mode of transportation and good driving record
- Must be willing to work flexible hours, including evening and weekends as needed
- EOE

Work Environment:

- Exposure to high noise levels and odors
- Exposure to fumes or airborne particles and toxic or caustic chemicals
- Exposure to outdoor weather conditions

Physical Demands:

- Must frequently lift and/or move up to 50 pounds and occasionally lift and/or move more than 100 pounds.
- Must be able to regularly stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl
- The employee should have no known allergies to animals that would prevent him/her from performing the duties as required.

I understand the job duties and responsibilities as described above and can perform all tasks as outlined.

Signature: _____

Printed Name: _____

Date: _____