

**Job Title:** Animal Care Associate 1

**Reports To:** Animal Care Manager

**Schedule:** Varies

**FLSA Status:** Non-Exempt

**Type:** Full Time



---

**Summary:**

The Animal Care Associate 1 (ACA1) is responsible for the daily husbandry needs of shelter animals by ensuring safe and sanitary conditions in accordance with HSC's policies, operating procedures, and local/state regulations. Additionally, this role provides excellent customer service through one-on-one interaction with potential adopters to achieve an excellent and lifelong match for all adoptable animals in our care.

**Essential Duties and Responsibilities Include:**

**Shelter Duties**

Operational

- Responsible for providing and documenting the daily husbandry needs of the dogs and cats in care of HSC.
- Monitors the kennels and facilities for cleanliness and ensures equipment is functioning properly and housing is always secured
- Ensures animals are fed in a timely and consistent basis, and appropriate medications/diets are administer to designated animals, and are documented accordingly
- Assist in actively monitoring the shelter population for health, behavior issues and optimal flow
- Proactively perform laundry and dishwasher functions
- Monitor the kennels to ensure all animals have water, appropriate bedding and enrichment
- Engage each kennel volunteer and train new volunteers until they are competent in the kennel functions
- Ensure animals scheduled for surgery are prepared and transported promptly
- Work closely with other departments to ensure smooth flow of operations and effective communication

Adoptions

- Facilitate positive interactions with the public by assisting potential adopters during animal visitation through consultation and education
- Prioritize exceptional customer service by ensuring: reasonable wait times for potential adopters; adherence to dress code and professionalism; accurate and timely delivery of information to guests and maintaining a clean, healthy environment.

- Promote successful adoptions and minimize adoption returns by ensuring adopters needs are properly identified and suggest appropriate animals to match those needs

#### Behavioral

- Observe and report behavioral concerns according to protocol
- Executes all behavioral modification and enrichment plans at the direction of the Animal Care Manager and under the supervision of the Behavior Specialist.
- Knowledgeable of various training tools utilized in behavior modification and enrichment (ex. front clip harness, gentle leader).
- Understands and successfully interprets body language of dogs and cats
- Assists Tier 2 and 3 with dog to dog skill assessments

#### Medical

- Administers oral medication daily as directed by the medical team.
- Collects urine and fecal samples as directed by medical team
- Understands and is able to execute proper disease management protocols
- Ability to recognize both common and emergent medical concerns and alert appropriate staff members

#### Administrative

- Makes recommendations to the Animal Care Manager for new and improved ways in handling all aspects of treatment of animals as well as operational and/or quality enhancements
- Communicates to the appropriate staff person a need for any supplies or maintenance/repair issues
- Performs special assignments and other duties as assigned by Animal Care Manager
- Assist in maintaining the data integrity of animal records, signage and population boards and ensures updates are prompt and kennel inventory is accurate
- Assists with the promotion and marketing of our animals through photos, videos, and bios highlighting the individual's needs and qualities

#### Qualifications/Expectations:

- Enthusiasm for the mission of the Humane Society of Charlotte and helping animals in our community
- Preferred: demonstrated interest in animal care/animal welfare with a minimum of three months of related experience and/or training or equivalent combination of education and experience
- Able to take direction professionally and follow-through on assigned tasks in a timely and efficient manner
- Working knowledge of MS Office and internet software

January 2019

- Self-motivated, well organized, detail oriented, and able to effectively work independently and within a team framework
- Strong interpersonal communication skills required, as well as a skilled in written and verbal communication
- Must have a great sense of humor and enjoy working in a largely outdoor facility, regardless of weather
- Capable of balancing multiple priorities, with limited resources, in an often fast-paced environment
- Must be comfortable interacting with and handling 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
- Must be reliable with minimal unscheduled absences. As an essential position, must be willing and able to report to work to ensure operation of essential functions, regardless of weather or other emergent conditions
- EOE

**Work Environment:**

- Exposure to high noise levels and odors
- Exposure to fumes or airborne particles and toxic or caustic chemicals
- Exposure to outside elements and weather
- Exposure to animal disease
- Frequent standing, walking, bending, lifting, stooping, carrying, and reaching

**Physical Demands:**

- Must be able to lift & move up to 40 lbs
- Must be physically able to walk and control large dogs

\*\*\*\*\*

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

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

Printed Name: \_\_\_\_\_

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