

**Job Title:** Animal Care Associate

**Reports To:** Shelter Operations Manager

**Type:** Full-Time

**Schedule:** Varied

**FLSA Status:** Non-Exempt

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**Summary:**

The Animal Care Associate is responsible for the daily husbandry and welfare needs of HSC's 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 to clients and patrons visiting the facility and assists with veterinary medical, behavior and training, intake, adoptions and foster teams as needed.

**Essential Duties and Responsibilities:**

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 administered to designated animals, and are documented accordingly.
- Assists in actively monitoring the shelter population for health, behavior issues and optimal flow.
- Proactively performs laundry and dishwasher functions.
- Keeps up with cleaning of animal care supplies (i.e. crates, yards, storage areas).
- Monitors the kennels to ensure all animals have water, appropriate bedding and enrichment.
- Engages and trains new volunteers on tasks like kennel cleaning, enrichment, laundry, etc. and provides regular check-ins with volunteers.
- Ensures animals scheduled for surgery are prepared and brought to Clinic Services promptly.
- Works closely with other departments to ensure smooth flow of operations and effective communication.

Behavioral

- Observes and reports behavioral concerns according to protocol.
- Executes all behavioral modification and enrichment plans at the direction of Shelter Operations Management.
- Logs all enrichment given in the enrichment logs and follows enrichment laws for long term animals as defined in the Animal Welfare act, 52J.
- Understands and successfully interprets body language of dogs and cats.

- Participates in playgroups and develops a proficient understanding of dog to dog communication and body language.
- Works with a variety of behavior challenges and adapts cleaning protocols to create the most fear free and humane cleaning process for the individual animal's needs.

#### Medical

- Administers 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.
- Recognizes both common and emergent medical concerns and alert appropriate staff members.

#### Administrative

- Makes recommendations to the Shelter Operations Manager for new and improved cleaning and operational and enhancements.
- Communicates to the Animal Care Team Lead the need for any supplies or maintenance/repair issues.
- Performs special assignments and other duties as assigned by the Animal Care Team Lead, Assistant Shelter Operations Manager or Shelter Operations Manager.
- Assist in maintaining the data integrity of animal records, signage and population boards and ensures updates are prompt and kennel inventory is accurate.

#### Volunteers

- Coach volunteers by providing regular, ongoing feedback and training.
- Promote integration and utilization of volunteers; recruit and train volunteers to assist department.
- Directly oversee daily work assignments of volunteers to ensure completion of work as assigned.

#### Qualifications/Expectations:

- Enthusiasm for the mission of the Humane Society of Charlotte and helping animals and people 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.
- Self-motivated, well organized, detail oriented, cooperative 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.
- 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 reliable mode of transportation.

- Must be willing to work flexible hours, including evening, weekends and holidays.
- 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 zoonotic disease and animal disease in shelter environment.

**Physical Demands:**

- Must be able to lift & move up to 50 lbs.
- Must be physically able to walk and control large dogs.
- Frequent standing, walking, bending, lifting, stooping, carrying, and reaching.