



## Heart of the Valley Animal Shelter

### *Job Description*

<b>Job Title:</b>	Animal Care Specialist	<b>Date:</b> February 19, 2020
<b>Work Hours:</b>	4 days per week, 9-10 hours per day, 36-40 hours per week (Must be available from 8AM til 6PM, including holidays and weekends)	<b>Starting Wage:</b> \$12.00

**BRIEF JOB SUMMARY:** Performs all aspects of care, cleanliness, health, enrichment, intake and adoption counseling of animals in residence at HOV. This position must be able to perform adoption counseling, data entry, and customer service that meets HOV's standards. Duties will be assigned as needed at the discretion of Assistant Operations Director. This person must maintain the highest degree of customer service at all times.

Reports directly to the Assistant Operations Director (AOD).

**THE OVERALL STRENGTH LEVEL OF THIS JOB IS: MEDIUM – HEAVY**

*(Medium – Heavy duty is considered 50lbs. or more)*

**Essential Job Functions: Other Duties May Be Assigned**

1. Responsible for cleaning, feeding, exercise, enrichment, and health care of all shelter animals.
2. Responsible for communicating animal health and welfare concerns to appropriate supervisor and/or shelter veterinarian.
3. Maintains accurate records in hard files and in the database with regard to medical care, stage, location and other status changes for all animals.
4. Assists in medical procedures and medication protocols as needed.
5. Assists with animal evaluation processes, and is responsible for adhering to HOV's policies and procedures regarding the classification and determination of adoptability of animals.
6. Provides quality adoption counseling and completes all relevant paperwork.
7. Offers compassionate counseling for individuals surrendering a pet, while accurately documenting pertinent information according to written protocols.
8. Call adopters to follow up on recent adoptions. Record communication in the call-back log. Forward any concerns to the appropriate staff member for resolution.
9. Maintains positive customer relations and public visibility, and acts as a professional ambassador for all public interfaces in a manner upholding the mission and goals of HOV.
10. Answers phones and inquiries, takes lost and found reports, and appropriately re-directs calls.
11. Maintains surrender, reclaim, adoption and other front desk paperwork in order and process daily.
12. Coordinates lost/found reports with incoming animals.

**Qualification Requirements:** *(To perform this job successfully, an individual must be able to perform each essential duty and task satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.)*

1. High School education or GED
2. Must be able to lift a minimum of 50lbs
3. Must be able to work outdoors in all types of weather
4. Must be able to work comfortably with dogs and cats of all breeds and ages
5. Must be willing to work weekends and holidays.

**Special Machines, Tools, and Equipment Used:** Power washer, industrial size washer/dryer, computers, standard office equipment, shelter vehicle.

I understand the requirements of this position. I also understand that the duties listed above may not be all inclusive of the duties I will be required to perform.

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

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

**Employment Disclaimer:** *This job description is not a contract – management reserves the right to change its contents at any time. This organization complies with the guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, disability or status as a disabled veteran of the Vietnam era. This organization is an Equal Opportunity Employer.*