Animal Protective Foundation
Job Description
Crematory Operator and Customer Care Specialist

Position Status: Non-Exempt, Part-time
Reports to: Facilities Manager
Revised: December 16, 2019
Hours: Approximately 25 per week

PURPOSE OF THE POSITION
The Crematory Operator and Customer Care Specialist provides respectful and compassionate pet cremation services to the general public, municipalities, veterinary community and the shelter. COCCS will be responsible for the safe operation of the APF vehicle as you bring deceased pets into our care from our veterinary clients and the public, and all aspects of the cremation process.

The person holding this position must enjoy working with people and live animals; be comfortable with caring for deceased pets and pet remains; be trustworthy and compassionate, communicate in a way that demonstrates and promotes trust, collaboration, cooperation, and problem solving; and use good interpersonal skills to foster positive relationships with veterinary clients and direct customers, teamwork and productivity. Must work well with others including co-workers, volunteers, veterinary clients and the general public and function in a way that provides excellent customer service.

Be familiar with and proactively practice safety protocols. Assist in the provision of a workplace free from serious recognized hazards and comply with standards, rules and regulations issued under the OSHA mandates.

The Crematory Operator and Customer Care Specialist is expected to act as an independent professional and as a member of a team, carrying out routine and assigned duties with limited direct supervision. This position must support all board policies and position statements.

DUTIES AND RESPONSIBILITIES
• Interact and communicate regularly with the public and representatives from veterinary clinics in a respectful, trustworthy and compassionate manner for the purpose of arranging for, transporting and providing end of life pet cremation services. Develop and maintain trusting relationships with the veterinarians, vet hospitals/clinics, shelters and their employees.

• Provide courteous and dignified pick-up and delivery service using the APF van on a regular/weekly basis for deceased pets for our veterinary practice clients.

• Operate the crematory in accordance with New York State DEC regulations and NYS Department of Health Division of Cemetery/Crematory law. Possess or obtain within 90 days of employment the NYS crematory operator certification from the NYS Department of Environmental Conservation. Follow all APF standard operating procedures.
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- Prepare and package cremated pet remains with extreme accuracy, care and dignity for return to their families. Work with Crematory manager to order urns, nameplates and shipping labels.

- Use desktop or laptop computer to maintain cremation, operations and equipment performance logs, be familiar with a Windows environment and have experience with Microsoft Office including Word package and Excel.

- Assist in the maintenance of a 15,000 sq. ft. facility (animal shelter, pet yards, kennels, spay/neuter clinic, crematory, administrative offices, etc.) and a 3-acre site. Assist in ensuring the facility is well kept and visually appealing.

- Occasionally assist with general repair, light cleaning, grounds keeping, and maintenance to include such tasks as equipment service cleaning, sweeping, painting, general carpentry and other tasks necessary to keep the facilities and equipment in safe working order.

- May be assigned to work in departments temporarily, permanently or for cross training.

- Perform other duties as assigned by the Facilities Manager or Executive Director.

SUPERVISORY RESPONSIBILITIES
None.

CONTACT WITH OTHERS
Will have contact with APF co-workers, volunteers, veterinary clients and members of the public. Contacts with others require respectful, caring and compassionate exchanges and a professional demeanor.

WORKING CONDITIONS
May be exposed to zoonotic diseases. May have contact with animals with varying degrees of domesticity and physical condition. Regularly exposed to outside weather conditions. Frequently exposed to moving mechanical parts, moderate odors, dust, fumes, extreme heat or caustic chemicals, will be exposed to loud noises. Will have access to protective equipment such as gloves, protective eye and ear wear, etc.

PHYSICAL DEMANDS
Ability to stay standing or active during entire shift. Must be able to lift a minimum of 75 lbs. Work performed both in and out of shelter is physical and requires lifting, bending, stooping, pushing and other strenuous activities.
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REQUIREMENTS

• **Knowledge and Skills:** You must be good with people and communicate with others in a compassionate, empathetic, respectful and positive manner. Must have a caring attitude and strong work ethic. Attention to detail a must. Excellent time management and multi-tasking required. Must be able to demonstrate safe working habits for self, the animals and the public. Possess a general knowledge and familiarity with basic technology & mechanical equipment, basic vehicle maintenance, hand tool use, and the ability to read and follow manuals. Ability to use PC including email, MS Office Suite products including Excel and Word required.

• **Education and Experience:** Animal lovers and pet parents encouraged to apply. Prior experience in a medical/pet/veterinarian-related field and/or end-of-life care is highly desirable. Emergency services experience may be helpful. Must be a high school graduate or educational equivalent and be able to read, write and speak clearly in English so that written and verbal instructions can be followed. Associate’s degree preferred.

• **Additional requirements:** Closed toe shoes and professional appearance expected at all times. Must be able to work occasional holidays and weekends as assigned. Must have a current and valid New York State driver’s license.

**NOTE:**
The Animal Protective Foundation is an Equal Opportunity Employer. We do not discriminate on the grounds of age, race, religion, national origin, sex, sexual orientation, marital status, disability or any class protected by law.

The Animal Protective Foundation is an At-Will employer. This is not a contract for employment.

The Animal Protective Foundation reserves the right to change job descriptions and job schedules at any time without employee consent to meet changing needs of the organization.

By signing below you are asserting that you are physically able to perform these duties with or without accommodations.

Printed Name _______ Signature _______ Date _______

List any accommodations needed, if any, to assist you in successfully completing these duties.