



## **Animal and Client Care Specialist**

**Position Status:** Part-Time, Non-Exempt  
**Reports to:** Operations Manager  
**Work Hours:** Scheduled TBD, up to 36 hours, shifts fall within 8:00 am – 4:30 pm  
**Date Revised:** July 2020

### **PURPOSE OF THE POSITION**

The Animal and Client Care Specialist (ACCS) performs all duties involved in the daily care of shelter animals including, but not limited to: feeding, cleaning, medicating, training and providing enrichment. The ACCS is also responsible for client care duties such as answering phones, greeting clients, taking in or adopting out animals. This position is crucial to providing valuable services to the animals and pet owners of our community and is the first impression that clients have of the Animal Protective Foundation. Teamwork is vital to providing high-quality care to clients and animals, therefore the ACCS must be positive, supportive and compassionate team members with the ability to communicate and constructively solve conflicts with others. Strong organizational skills and the ability to multitask are important aspects of this position. The person in this position must exemplify, mentor, and reinforce the APF Mission, Vision and Values and all board policies.

### **DUTIES AND RESPONSIBILITIES**

Perform job duties in a positive, helpful manner. Willingly assist public in all aspects of shelter programs. Share information to enhance the public's knowledge of animal welfare as well as their knowledge of the APF's mission and programs. Other duties and responsibilities are as follows:

#### **Animal Care:**

- Provide high-quality care for dogs, cats, and small animals. Related duties include: feed, water, medicate, train, provide enrichment and exercise as required for the pets' well-being. Clean and disinfect all assigned areas, in a timely and accurate manner, according to standard procedures. Maintain cleanliness of all animal areas throughout the day.
- Observe, document and report on animal behavior and health using provided tools such as daily logs, computer database, and other communication tools, to ensure team members are informed and animals receive the individual and specialized attention they require.
- Contribute to the overall cleanliness and productivity of operations through duties such as: washing dishes, laundry, restocking areas with supplies, organizing, vacuuming, dusting, mopping, washing windows, etc.

- Assist in maintaining the accuracy of information and professional appearance of animal care areas through maintaining clean and up-to-date signage such as: animal kennel cards, white boards, promotional flyers, etc.
- Assist veterinary staff with medical procedures such as: humane restraint for examinations and treatments, euthanasia services, preparation of medications for dispensing to shelter animals or other related duties.

### **Client Care:**

- Help guide clients through the adoption process through sharing information about animal care and behavior, having open conversations with adopters to make matches, and communicating in such a manner that maintains a courteous and friendly attitude. Assist with dog-to-dog introductions.
- Provide compassionate counseling and outstanding customer service to all clients. Assist community members in crisis who want to keep their pets by connecting them to resources that support them.
- Assist in operation of the Lost and Found Pet program through completing and maintaining accurate reports, advising clients on resources and tips when they have found or lost a pet, communicating with the Development Assistant and area animal control/shelter facilities when stray animals arrive, and promote microchipping through conversations and scheduling microchip appointments for clients. Ensure that lost/found reports and DL18 forms are completed and filed with the appropriate person/agency in a timely and accurate manner.
- Complete fundamental clerical work in an efficient and accurate manner. Including: collecting and processing payment for adoptions, donations, retail and other sales and services. Promptly and courteously responding to client communications via phone and e-mail. Protecting confidential client information. Updating and maintaining information on adopters and adoptable animals through the shelter's administrative database and through internal shelter paperwork.
- Assist in promoting animals for adoption through taking pictures, writing profiles, maintaining clean and accurate records including cage cards and charts and ensuring all available animals are posted on appropriate marketing sites (such as Petfinder and the APF website).

### **General:**

- Engage in continuous learning. Including: learning about cat and dog behavior, small animal care, common medical and behavioral issues, and ways to address them in order to make good adoption matches and to help keep pets in homes. Keeping up-to-date on current APF events, services and programs as well as community resources in order to better assist the public.
- Contributing to the learning of others through mentoring team members and volunteers.
- Provide a workplace free from serious recognized hazards and comply with standards, rules and regulations issued under the OSH Act.

- Transportation of companion animals may be required on an as needed basis.
- Willingly provides feedback regarding shelter operations, team dynamics and animal welfare to enhance the APF ability to pursue and uphold its mission and a positive work culture.
- May be assigned to work in departments temporarily, permanently or for cross training.
- Perform other duties as assigned.

## **SUPERVISORY RESPONSIBILITIES**

None.

## **CONTACT WITH OTHERS**

Has regular contact with other shelter and clinic employees and volunteers from all departments. Has regular contact with the public. Contacts with others will require tactful exchanges and a professional demeanor. Communicates in a way that demonstrates and promotes collaboration, cooperation, problem solving and interpersonal skills to foster a positive work environment, team work and productivity.

## **WORKING CONDITIONS**

Has regular contact with animals with varying degrees of domesticity and physical condition. Works directly with animal wastes, kennel cleaners and disinfectants, soiled kennels, animal bedding and dishes. You will be exposed to loud noises. You may be exposed to zoonotic diseases. Will work continuously with other shelter workers, volunteers and members of the public. 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 50 lbs.
- Work performed both in and out of shelter requires lifting, bending, stooping, pushing and other strenuous activities.
- Must be willing and capable of working outdoors in all weather conditions.

## **REQUIREMENTS**

- **Education and Experience:** 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.
- **Knowledge:** Preferred candidates will have knowledge of health care, behavior, control and handling of dogs, cats and other animals.
- **Skills:** Must be able to communicate with the public in a positive, compassionate and informative and resourceful manner. Must have the ability to work cooperatively with people. Must be able to demonstrate safe working habits for self, the animals and the public. Must be able to use computers and technology including Microsoft programs and shelter database software.

- **Additional requirements:** Must be able to work holidays and weekends as assigned and meet the physical requirements of the job. Must have a valid New York State driver's license.

**NOTE:**

The Animal Protective Foundation is an Equal Opportunity Employer. All qualified applicants will be afforded equal employment opportunities without discrimination because of race, color, religion, creed, national origin, sex, sexual orientation, gender identity, transgender status, age, disability, marital status, veteran status, familial status, genetic information, citizenship, domestic violence victim status, prior arrest record, or prior criminal conviction.

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.

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|--------------|-----------|-------|
| _____        | _____     | _____ |
| Printed Name | Signature | Date  |

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

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