



JOB TITLE: Animal Care & Adoption Staff
REPORTS TO: Management Team

FLSA: Non-Exempt

POSITION SUMMARY

HSCC's Animal Care and Adoption (ACA) Staff members are responsible for two distinct but related sets of tasks – the daily care and cleaning of animals and their enclosures and the five day per week operation of our adoption center. On average, there are 85 animals to care for each day, each having arrived under different, and often stressful, circumstances. HSCC's staff strives to provide a healthy, comfortable space which will allow the cats, kittens, dogs, puppies, guinea pigs, ferrets, rabbits and other small animals to adjust to their new environment. Staff are expected to perform daily duties in such a way that will keep themselves, the animals, fellow staff members, visitors, and volunteers safe. ACA staff routinely work with cleaning agents such as disinfectant, bleach, and windex. Gloves, masks, and goggles are available for use at the discretion of each individual. ACA staff also help prospective adopters to identify appropriate matches and complete the adoption screening and appointment process as well as adoption follow up calls.

ESSENTIAL ANIMAL CARE FUNCTIONS

- Safely and comfortably handling a variety of domestic animals;
- Cleaning animal rooms and cages;
- Feeding animals;
- Administering medications to animals;
- Laundry;
- Sweeping, mopping, and vacuuming throughout facility;
- Spending time with animals to provide comfort and help ease stress;
- Scooping play yards;
- Bleaching projects;
- Other responsibilities as directed.

ESSENTIAL ADOPTION FUNCTIONS

- Greeting all shelter visitors in a friendly, courteous, and helpful manner, ensuring proper sign-in and providing interested parties with the pertinent information related to their visit (i.e. adoption policies, camp dates, class times and dates, referral information, etc.)
- Opening facility for daily business and securing all facility doors at day end.
- Returning and answering phone calls related to shelter programs and services.
- Managing the intake and adoption schedule to ensure staff availability/reasonable intake load as well as confirming appointments.
- Data entry as needed.
- Processing donations and providing receipts to in kind and cash donors.
- Maintaining a clean, presentable, and welcoming front desk and lobby area.
- Keeping handouts and brochures stocked and neat.
- Greet, coordinate, assist, and direct volunteers as needed.
- Maintain supply of adoption packets and other related information.

KNOWLEDGE, SKILLS & ABILITIES

- Experience in a veterinary hospital or animal welfare org. providing animal care is helpful
- Interest in and ability to effectively work directly with customers/visitors to HSCC
- Adept and flexible multi-tasking abilities
- Comfortable receiving direction and guidance when needed
- Upbeat, friendly, and outgoing personality and a commitment to superior animal care
- Ability to work well under pressure and in intense and emotional situations on a daily basis
- Moderate to advanced computer and phone literacy
- Interest in animals and commitment to animal welfare
- Integrity and honesty in dealing with all facets of position (public, finances, colleagues)
- Willingness to: work as a team member, pitch in as needed, and have fun!