



## Animal Care/Adoption Specialist

Part time, non-exempt position; Reports to Operations Manager

### Position Summary

Animal Caretaker/Adoption Specialists (ACAS) are primarily responsible for the daily care of shelter animals and the processing of appointments and adoptions through the reception desk.

### Animal Care

- Treat all animals and people humanely, properly, and with compassion at all times, regardless of the situation or circumstance.
- Work cooperatively and under supervision of animal coordinators and shelter manager; Responsible for general care of shelter animals including feeding, socialization, upkeep, and grooming.
- Monitor the health of the animals on an ongoing basis and immediately report any health problems or conditions (medical or behavioral) to appropriate personnel.
- Process laundry, stock shelves, perform inventory, and maintain records as required for animal care/support tasks
- Prepare, distribute, and monitor animal enrichment activities/supplies in cooperation with animal coordinators
- Contribute to appropriate data management practices through timely and accurate records of animal-related notes (behavioral, health, enrichment etc.); Willing and able to learn and use Shelterluv Animal Management system and other applications for this purpose.
- Ensure a clean and healthy environment in all animal housing areas; provide guidance and support for volunteers as required.

### Adoptions/Front Desk

- Assist animal coordinators with adoption preparation tasks as requested (including, but not limited to: taking pictures, writing adoption profiles, editing computer database, and completing paperwork).
- Work at the reception desk during open hours as scheduled, delivering excellent customer service while answering/returning phone calls, booking appointments, and assisting the public as appropriate.
- Facilitate the adoption process in accordance with current policies and procedures (Specialized training may be required.)

### General

- Participate in required team and individual supervision meetings on a regular basis
- Work closely alongside and provide guidance to volunteers; participate in their training as requested
- Abide by all regular and special cleaning policies and protocols in place

### Requirements/Qualifications

- Two years of volunteer or work experience with animals preferred.
- Two years of volunteer or work experience with the public in a customer-facing position preferred.
- Bilingual in English/Spanish is a plus
- Practices humane and compassionate treatment of animals and people at all times



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### Requirements/Qualifications (Cont.)

- Promotes the safety of animals, other staff, and shelter visitors as a top priority.
- Knowledgeable about general animal care, behavior, training methods, and animal sheltering concepts surrounding cats, small animals, and dogs.
- Willingness and ability to learn more about companion animal behavior, common issues, and ways to address them to create good adoption matches and promote pet retention.
- Exercises maturity and good judgment; remains calm in stressful situations and when dealing with the public, staff, and volunteers.
- Excellent written and oral communications skills; Ability to read, write and understand English.
- Generalized computer skills; able to maintain and use a variety of applications for recordkeeping
- Is flexible and can work independently and prioritize multiple tasks appropriately in a fast-paced environment
- Must be at least 18 years of age and have valid driver's license; must be able to safely drive the organization's cargo van

### Working Conditions

Work is performed in an animal shelter that operates seven days per week with exposure to animals, including some with questionable health and temperament concerns. Work conditions include exposure to high noise levels, zoonotic diseases, cleaning agents, and allergens such as hay and peanut butter. The person in this position needs to regularly move about the shelter. Regularly operates a computer and other office equipment (i.e. calculator, copier, and printer). Responsible for handling animals of all sizes in a variety of areas and positions (low cages, high cages, on tables, on the floor, in vehicles, etc.). Constantly communicates with clients, staff members and volunteers who have inquiries and must be able to exchange accurate information in these situations. Must be able to push up to 100 pounds and carry up to 50 pounds regularly throughout a normal workday. Occasionally moves animals weighing up to 75 pounds (i.e. through the shelter on leash or using other safe restraint and animal handling equipment, into and out of cages in the shelter, onto and off of exam tables). Working conditions include working outside in varying weather conditions, and frequent interruptions.

### Equal Employment Opportunity

The Providence Animal Rescue League provides equal opportunity in all of our employment practices to all qualified employees and applicants without regard to race, color, religion, gender, national origin, age, disability, marital status, sexual orientation, military status, or any other category protected by federal, state, and local laws. This policy applies to all aspects of the employment relationship, including recruitment, hiring, compensation, promotion, transfer, disciplinary action, layoff, return from layoff, training, social, and recreational programs. All such employment decisions will be made without unlawfully discriminating on any prohibited basis.