



Animal Care Associate Job Description

Class: Non-Exempt

Revised: April 2017

Reports To: Animal Care Manager / Assistant Manager
Supervises: Volunteers and Community Service Workers

POSITION OVERVIEW:

Provide all animals in Great Plains SPCA care with professional, conscientious, compassionate care, meeting physical and behavioral needs

- Handle cats and/or dogs and occasional other animals of all sizes, ages, temperaments and needs safely and appropriately
- Follow and maintain excellent knowledge of organization cleaning, sanitation, and disease prevention protocols in order to provide a safe, clean environment for all
- Provide all animals with appropriate housing, food, water, bedding, toys and other mental stimulation and enrichment, social interaction with humans and, where appropriate, members of own species
- Maintain excellent knowledge of all shelter standard medical procedures, vaccines, preventatives, and common diseases and their symptoms, transmission, prevention
- Monitor health of animals and rapidly identify any health issues and report to Veterinary Staff or supervisor
- Monitor behavioral health of animals and rapidly identify any issues that may require special action and report to supervisor
- Use shelter database and employee communication systems to keep accurate animal inventory, write animal behavior and other memos, submit medical exam requests, place holds on animals, and keep abreast of all staff communication
- Work with staff and volunteers to get to know, provide for, transition, and promote adoptable animals
- Ensure all animals are clearly and consistently marked with accurate, up-to-date, easy to read information
- Work with and supervise volunteers and community service workers appropriately to provide animals and humans with a safe, clean, organized, and pleasant experience
- Assist veterinary staff by properly administering or restraining for vaccinations, microchips, blood draws, medications, and restraining for exams
- Provide basic grooming services to shelter animals as needed

Provide professional, compassionate, stellar customer service to all who visit, call, volunteer, and donate

- Actively engage members of the public from the moment they arrive, assist and answer any questions
- Maintain knowledge of and communicate Intake, Adoptions, and public Veterinary Care procedures as well as procedures and contact information for all organization programs and departments

- Facilitate good adoption matches through conversation and help set realistic expectations of time, care, and financial commitment
- Maintain excellent knowledge of and communicate all standard shelter medical procedures, vaccines, preventatives, behavior and training of both dogs and cats, retail products and why/how they are helpful in adjusting a new dog or cat
- Ensure all animals in our care have photos, web write-ups, and profiles in PetPoint

SPECIFIC SKILLS:

- Compassion and empathy for animal and human clients
- Strong interpersonal and verbal and written communication skills
- Maturity, good judgment and professionalism
- Ability to work individually and on a team, multi-task and self-start
- Ability to remain calm and empathic in stressful situations

EDUCATION/EXPERIENCE:

- High school or GED
- Prefer familiarity with animals
- Prefer familiarity with computer functions and programs such as Internet and web-based programs, Microsoft Office

PHYSICAL REQUIREMENTS:

- Handle and restrain animals weighing up to 100 lbs
- Lift 40 lbs to waist height
- Frequent standing, walking, bending, lifting, stooping, carrying, and reaching

SPECIAL REQUIREMENTS:

Possess a valid driver's license

*** All duties, skills and abilities considered essential unless otherwise noted.**

*** This job description does not imply a contract to work.**