



**Reports to:** Intake Supervisor and Shelter Operations Manager

***POSITION OVERVIEW:***

This position is the primary person responsible for all documentation, data entry and communication with Animal Control, citizens wishing to reclaim, relinquish, or find their pets as well as communications with transferring shelters. This person is also responsible for ensuring all pets are vaccinated on intake, coordinating relinquishments, coordinating the movement of pets and maintaining lost and found reports.

***ESSENTIAL DUTIES AND SPECIFIC RESPONSIBILITIES:***

- Uphold the mission, vision and principles of Great Plains SPCA at all times.
- Ability to work in a team environment in a supportive capacity and keep a positive and calm attitude.
- Communicate with Animal Control and ensure that all policies and procedures are adhered to including city ordinances, state laws, and Great Plains SPCA regulations.
- Coordinate with staff (adoptions, animal care, shelter medicine team) about animal movement and incoming and outgoing animals.
- Responsible for all record keeping for all boarding pets including pets on hold for contract agencies and keeping database records, state and city forms, and kennel cards accurate and up to date.
- Coordinate vaccination and intake exam of incoming animals. Communicate all abnormal behavior or medical concerns to Supervisor and Vet Clinic.
- Provide exceptional customer service for citizens wishing to reclaim, relinquish, or find their pets through the internet, email, phone, and in person.
- Handle lost animal calls and maintain lost animal database, posting all pets on appropriate websites and checking sites for pets which may be in the shelter. Conduct follow up calls and investigate potential owner information for pets during intake holding time.
- Coordinate owner relinquishment program Intake Supervisor and Intake Team. Schedule appointments for returned or relinquished pets and manage volume of incoming pets.
- Work with Intake Supervisor to transfer pets in from outside shelters.
- Manage kennel inventory reports and coordinate and document movement of pets.
- Compile and file information for Animal Control animals file Great Plains SPCA and City Impound paperwork.
- Carry out duties and job assignments as delegated by the appropriate supervisor, manager or director.

***KEY COMPETENCIES:***

- Ability to understand animal behavior.
- Able or willing to learn to vaccinate and physically examine animals.
- Must be able to use and navigate the internet and have working knowledge of web based computer systems, Microsoft Word and Excel.

- Ability to understand procedures used for the proper care and handling of domestic animals.
- Excellent communication, public relation, supervisory, and writing skills.
- Show maturity, good judgment, and perform duties in a professional manner.
- Demonstrate ability to be a self-starter, facilitator, organizer and innovator.
- Ability to understand and follow oral and written instructions with exceptional attention to detail.
- Ability to endure high risk situations when vaccinating, feeding, transferring or restraining animals. Ability to exhibit patience when caring for animals. Ability to exercise judgment concerning assigned work activities.
- Ability to manage accurate records of animal inventories in shelter software.

*EDUCATION:*

- High School Diploma or GED. Some college preferred.

*PHYSICAL:*

- Must be in good physical and mental health with no allergic condition which might be aggravated by exposure to animals.
- Active. Heavy lifting – lift and carry items weighing 50 pounds or less.
- Sufficient mobility, vision and hearing are needed to ensure a safe work environment.
- Must be able to physically restrain dogs weighing 100 pounds and less.
- May be exposed to inclement weather conditions.
- May be exposed to potential zoonotic diseases.

*SPECIAL REQUIREMENTS:*

- Ability to work weekends, evenings and holidays, during all climatic conditions. Willingness to work a rotating shift and rotate work tasks.
- Needs excellent computer skills in word, outlook, excel and the ability to learn new systems, such as the shelter software.

*DECISION MAKING:*

- Must be able to make immediate decisions concerning safety of animals and people.
- Must understand when potential decisions need management input.

*EMOTIONAL:*

- High. Frequent short deadlines, hectic work schedules with occasional periods of high stress and frequent interruptions.

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

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