



Office Assistant/Animal Care Attendant

Job Summary:

The Office Assistant answers phones, greets and assists customers, processes adoption paperwork, maintains physical and computerized records, and cleans and cares for the office animals. The Office Assistant works with the public and must behave in a professional, courteous and helpful manner at all times.

The Animal Care Attendant is responsible for ensuring the proper care, overall health and welfare of all animals in both the isolation areas and the general population. Attendant maintains a clean environment for the animals, monitors and notes behavior of animals and works with prospective adopters to assist in making a compatible match between the personality of the dog or cat and the needs of the adopter. Attendant ensures animals are up to date on vaccines and medical treatments. and works closely with the public, volunteers and staff displaying a professional appearance and having a courteous and helpful demeanor at all times.

HOURS: Full time – 40 hours per week; 8:30am -5:30pm, varying days of the week, includes weekends and holidays.

PAY RATE: \$9.00

ESSENTIAL OFFICE FUNCTIONS OF THE JOB:

- Function comfortably in a fast-paced, performance-based environment
- Ability to carry out several tasks at the same time
- Answer incoming calls and assist customers with specific inquiries
- All floors must be swept and mopped daily
- Field questions from potential adopters regarding APL services, fees, website information and fundraisers
- Alert the Shelter veterinarian to animals requiring immediate medical attention
- Reply to customer inquiries in a courteous, efficient and professional manner providing a high level of personalized customer service
- Enter chart information and keep computer system updated
- Must ensure all email requests and voicemails are responded to by end of day
- Clean litter boxes, sweep and keep office organized and clean
- Able to use a computer and be familiar with basic programs (word and excel)

- Present a friendly, professional appearance to the public at all times
- Other duties as assigned

ESSENTIAL ANIMAL CARE ATTENDANT FUNCTIONS OF THE JOB:

- Provide daily care and maintenance of all animals by cleaning and disinfecting kennels and cages, feeding and watering, walking, administering medications and treatments as directed.
- Assist volunteers with training and assume control of or restrain hard to control animals.
- Maintain accurate records of daily behavior, medications, intake files and other reporting as required.
- Assist in showing animals and working with adoptive families to understand their needs and identify animals that will be a good match based on the animal's personality, level of energy and aggression.
- Ensure that animal receives all final treatments and vaccines prior to adoption.
- Lift up to 40 pounds and be able to restrain large dogs or fractious cats when necessary to maintain the safety and health of the public and volunteers.
- Observe animal behavior and appearance and activity for general physical condition, obvious signs of illness, disease and discontent and report any findings to Shelter Veterinarian immediately
- Is very familiar with each animals availability and adoption suitability and assists other staff members and volunteers who show animals to the public
- Implement behavioral enrichment programs and activities as requested
- Other duties as assigned.
- Walk the dogs a minimum of 3 times per day according to schedule in all types of weather

PHYSICAL REQUIREMENTS:

- Must be able to bend, stoop, reach and lift from the ground up
- Must be able to lift 40 pounds with out assistance
- Must be able to stand for long periods of time
- Must be able to go up and down stairs
- Must be able to work in small spaces
- Must be able to follow specific medical orders when they are given
- Must have basic knowledge of cat handling and cat behaviors
- Must have no allergies to animals

EDUCATION/LICENSES/CERTIFICATIONS:

High School Diploma or Equivalent. Must have valid drivers license.

MINIMUM EXPERIENCE:

Knowledge and experience of handling animals is a plus. On the job training is provided.