



**POSITION TITLE:** Animal Care Attendant (Part-Time)

## **JOB SUMMARY**

The Animal Care Attendant position is responsible for maintaining a clean, clutter-free facility while providing daily care and sanitation for sheltered companion animals at Heritage Humane Society. Great customer service skills in a fast-paced environment is also required.

**SUPERVISOR:** Operations Supervisor/Operations Assistant Supervisor and Operations Manager

## **BASIC REQUIREMENTS AND RESPONSIBILITIES**

- Provide appropriate and adequate food and water to all resident animals including special diets as defined by program leadership.
- Exercise animals as weather conditions and space permit.
- Maintain kennels, cages and other housing environments in a sanitary condition and according to HSUS guidelines throughout the day by removing wastes, scooping or changing litter pans, removing soiled bedding, and maintaining sanitary food and water dishes.
- Provide enrichment and training for animals as deemed appropriate.
- Maintain clean spaces throughout the shelter placing cleaning supplies, tools and supplies out of view of the public eye and stored in the proper place.
- Engage guests in showcasing adoptable animals that would be a good match for their household.
- Work in conjunction with trained volunteers and court-ordered community service workers.
- Maintain laundry and dishes.

## **ADDITIONAL RESPONSIBILITIES**

- Provide support to the program including volunteers, staff, and community members as needed.
- Respond to customer problems and concerns as needed.
- Participate in special events and other duties as assigned.
- Work collaboratively with all other staff members to ensure animals are being cared for properly and moving through the system efficiently.
- Follow policies and procedures set forth by the Heritage Humane Society Employee Manual.
- Be respectful of coworkers and treat both co-workers and volunteers in a professional manner.
- Follow all safety rules for self and animals.
- Other duties as assigned.

## **QUALIFICATIONS**

1. A fundamental commitment to the welfare of companion animals and a strong commitment to the mission of Heritage Humane Society. Compassion for animals is required.
2. Ability to lift 40 lbs. with assistance.
3. Proven ability to work with the public under various circumstances and in a setting that places a high value on customer service is considered mandatory.
4. Professional oral communication and customer service skills.
5. A valid state driver's license with a clean driving record preferred.

## **AVAILABILITY AND BENEFITS**

- Hourly position with fluctuation of hours depending on the animal population and staff leave requests.
- Must be available on weekends and most holidays.

## **ENVIRONMENTAL CONDITIONS**

- Normally works in an environmentally controlled building, but outside work and driving may be necessary.

## **OTHER CONDITIONS THAT ARE UNIQUE TO THE POSITION**

- Possible exposure to various common canine and feline illnesses and behaviors requires caution and proper use of appropriate protective equipment such as gloves, grab poles, goggles etc.
- The ability to handle the emotional and physical conflict of working in an environment that euthanizes animals that are aggressive, very sick or abused and cannot be put up for adoption.