

SANTA BARBARA HUMANE SOCIETY JOB DESCRIPTION

POSITION TITLE: Animal Care Attendant
DEPARTMENT: Shelter
REPORTS TO: Animal Care Supervisor
STATUS: Regular, Full-Time, Non-Exempt
EFFECTIVE DATE: February 1, 2019

SUMMARY: The Animal Care Attendant is responsible for cleaning, feeding, medicating, exercising, and providing excellent care for the animals in the shelter. This position requires the ability to work early morning and weekend hours. The Animal Care Attendant should maintain a positive and professional attitude and exhibit good customer service skills with other employees, volunteers and the public. They are required to support and advocate for the philosophy, programs, and policies of the Santa Barbara Humane Society.

PRIMARY RESPONSIBILITIES:

- Animal Care and Handling: Move animals within shelter. Set up, supply, and clean kennels, dishes, litter boxes, and bedding. Prepare food. Feed and medicate animals. Bathe animals. Walk animals. Provide calm and comfortable environment for all animals in our care. Observe and report any changes in physical or mental condition of animals.
- Interaction with the Public: Help pet owners with their boarding animals and supplies. Assist potential adopters with visitations of animals and answer any questions they might have. Assist visitors and volunteers.
- Assist with cremations
- Perform general cleaning and other duties as assigned

QUALIFICATIONSS:

- Experience with gentle handling of cats and dogs, a genuine affection for them, and a desire to ensure their well-being
- Able to lift 50 lbs.
- Able to work weekends, holidays, and early morning shifts
- Willing to learn and take direction, and follow animal handling and care guidelines
- Team player with a positive attitude, and able to provide excellent customer service
- Must be able to speak, read and write English legibly
- Able to follow specific and individual food/medication charts and ensure proper and timely feeding and medicating of animals
- Good computer skills

DESIRED QUALIFICATIONS:

- Bilingual English/Spanish
- Previous animal shelter or boarding experience

COMPETENCIES:

- **Attendance & Dependability** - Is consistently at work and on time. Follows instructions and responds to management direction. Provides consistent, timely, high-quality work. Follows through on commitments. Uses time efficiently. Takes responsibility for own actions.
- **Customer Service** - Treats customers (internal and external) with respect and courtesy. Shows interest in, anticipates, and responds timely to customer needs and concerns. Goes beyond basic service expectations to help customers. Responds appropriately to and resolves difficult and emotional situations. Seeks ways to improve service delivery.
- **Diversity** - Enthusiastically works with all employees, regardless of race, gender, culture, and age. Values contributions of people from diverse backgrounds. Demonstrates respect for opinions and ideas of others. Shows awareness of and sensitivity to cultural and individual values.
- **Ethics** - Respects and maintains confidentiality. Tells truth and is honest in all dealings. Avoids situations and actions considered inappropriate or which present a conflict of interest. Upholds organizational values. Does not misrepresent self or use position or authority for personal gain.
- **Teamwork** - Listens and responds constructively to others' views. Gives and welcomes feedback. Provides assistance to others when they need it. Shares expertise. Acknowledges others' effort and contribution. Puts success of team above own interests. Creates a positive work environment.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Continuous standing and walking, stooping, kneeling, and reaching
- This position requires frequently carrying animals weighing over 70 pounds (with assistance) as well as large sacks of food, animal supplies and cleaning supplies.
- Continuous repetitive motion of the hands, arms and legs.
- This person works with and around others nearly all the time and will have frequent interruptions.
- Possible exposure to animals with potential behavior problems and/or diseases, chemicals, dust, poor ventilation, heat and cold and sudden temperature changes, wet floors, machinery, and loud animal noises, odors, and dander.

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change, for example, emergencies, changes in personnel, workload, rush jobs, or technological breakdowns or developments.