Title: Animal Care Attendant
Reporting Relationship: Shelter Manager
Status: Full-Time, Hourly, Non-exempt
Location: 1149 New Mill Drive, Chesapeake, VA 23322 (primary)
312 Battlefield Blvd N., Chesapeake, VA 23320 (secondary)

Summary

Our Animal Care Attendants provide compassionate, high-quality care for companion animals in the custody of the Chesapeake Humane Society (CHS) in accordance with organizational standards and state code. The incumbent will participate in intake, daily care, and adoption for pets in CHS's care.

Duties and Responsibilities

Animal Care

- Intake animals as outlined in CHS's Intake Policy
- Feed, water, and medicate animals as appropriate for their individual needs.
- Monitor animals for signs of illness and report to management
- Execute and document progress in behavior modification, medical, and daily care plans
- Clean and sanitize enclosures, shared spaces, dishes, and bedding as indicated in SOPs
- Execute routine animal vaccinations and preventative care
- Assist with animal exams to include canine, feline, birds, and small animals
- Assist foster program by preparing for pickup, illness/wellness exams, and return for adoption
- Transport animals to and from the clinic for exams and surgery as appropriate
- Ensure all supply areas are stocked and report deficiencies to management
- Supervise, train, and support Animal Care Volunteers

Administrative

- Answer phone, e-mail, and in-person inquiries regarding shelter services offered by CHS, forwarding to management or veterinary staff as appropriate
- Clean and sanitize workspace, lobby, and break room as assigned
- Sort and properly store donated items
- Ensure all supply areas are stocked and report deficiencies to management
- Engage visitors in non-confrontational, educational conversations regarding animal care, surrender, sheltering policies, community resources, etc
- Counsel adopters, process adoption applications, and complete adoptions

Other Duties

- Assist with humane euthanasia as needed
- Engage visitors in non-confrontational, educational conversations regarding animal care, surrender, sheltering policies, etc.
- Work cooperatively with all staff and volunteers to promote the CHS mission
- Participate in team meetings as needed
- Perform other duties as necessary

Skills and Educational Requirements

- A high school diploma
- Confidence using computer systems and learning new software
- The ability to distinguish which client inquiries are appropriate for his/her knowledge base
- The ability to provide quality customer service in a high-volume, stressful environment
- Strong written and oral communication skills including the ability to educate clients effectively in English
- Strong familiarity with animal care and animal handling or the ability to learn these skills
- The ability to count currency
- Willingness to discuss euthanasia, open-admission sheltering, and surrender of pets in a non-judgmental, non-confrontational, fact-based manner
- The ability to express organizational standpoints when serving as a CHS representative
- The ability to handle confidential or sensitive information with discretion

Physical and Time Demands

- Flexible working hours including evenings, weekends, and holidays
- Ability to work in a fast-paced setting with distractions
- Ability to work in the presence of animals, wildlife, strong odors, and cleaning solutions
- Ability to stand, walk, bend, and lift and carry materials up to 50 lbs
- Ability to handle stress
- Valid driver's license, clean driving record, and reliable personal transportation
- Ability and willingness to drive the CHS adoption van (Dodge Sprinter)

To apply, submit a cover letter, resume, and professional references to shelter@chesapeakehumane.org

Disclaimer

I have read and understood my job description. I further understand that this job description is not intended and should not be construed as an exhaustive list of all the responsibilities, skills, efforts, or physical requirements/working conditions associated with my job. I may be required to perform additional tasks necessary to meet standards of quality and care or to meet organizational goals.

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Signature **Date**