



JOB DESCRIPTION

Job Title:	Animal Care & Adoptions Specialist
Department:	Shelter
Classification:	Full time, hourly, non-exempt
Job Relationship:	Reports to Animal Care Manager. Works closely with volunteers.
Position Summary:	Responsible for daily cleaning and sanitation of shelter facility, including animal enclosures and public areas, and feeding, care, and focused enrichment of shelter animals. Responsible for making good adoptive matches using open, conversation-based adoption counseling methods.
Revised:	9/7/2021

Essential Job Functions:

Provides optimal standard of care to all animals sheltered at Rescue Village

- Performs daily cleaning and sanitizing of kennels, cages, and public areas; follows cleaning and disease control protocols to ensure a safe, healthy environment
- Feeds and provides daily care and enrichment to shelter animals
- Does animal laundry and dishes throughout the day
- Follows all safety guidelines to ensure a safe work environment for staff and living environment for animals. Takes immediate action to address any safety concern or noncompliance with safety rules that could put an employee, volunteer, client, animal, or the organization at risk
- Stocks areas and spot-cleans kennels, cages, and public areas throughout the day
- Sorts, organizes, and stores in-kind donations as they arrive at the shelter
- Promptly moves animals (adoption, isolation, quarantine, etc.) as instructed
- Accurately updates animal records, including stage and location, in PetPoint software
- Keeps supervisor informed of animal behavior, health, or other concerns
- Maintains cleaning equipment, tools, and appliances
- Conducts kennel inventory and ensures accuracy of animal locations
- Informs supervisor of special needs cases for potential public relations or direct mail pieces
- Opens and closes the building as assigned
- Performs other duties and special projects as assigned

Performs adoptions of dogs and cats at Rescue Village

- Uses high-quality customer service skills while interacting with the public during open hours
- Uses conversation-based adoption counseling skills to ensure good matches between potential adopters and Rescue Village animals
- Performs all clerical functions required to process adoption paperwork, including entering data in PetPoint, processing and filing the animal's paperwork, collecting payment, providing receipts, etc.
- Performs routine follow-ups on adopted animals to ensure the success of animals in an adoptive home
- Assists the public with all questions and concerns and/or directs them to the appropriate personnel for assistance. (in person or by phone).

Provides professional client, staff, and volunteer care

- Represents Rescue Village professionally and courteously at all times. Provides quality service to customers, volunteers, and staff recognizing their contributions to the success of our organization
- Promotes integration and utilization of volunteers
- Actively promotes Rescue Village's programs and events to clients and volunteers
- Refers clients to appropriate staff for service
- Promotes communication and cooperation between Rescue Village departments
- Assists with training and mentoring of new Animal Care & Adoption staff and volunteers

Qualifications

- 2 years of experience in animal care showing high performance, or equivalent experience preferred
- High school diploma or equivalent preferred
- Able to read and understand written instructions
- Able to work with animals, disinfectants, and cleaning supplies
- Able to perform very physical work: scrubbing, mopping, bending, lifting, walking, and standing for up to 10 hours a day, lifting up to 50 pounds with assistance
- Must possess a valid Ohio Driver's License, reliable transportation, and insurable driving record.

Knowledge and Skills

- Ability to work in a fast-paced environment with a variety of people
- Ability to work with a computer using Windows software
- Knowledge of animal behavior, and safe handling
- Knowledge of animal health, able to identify illness preferred
- Ability to safely handle animals, including those with health and behavioral challenges
- Excellent communication skills and ability to follow instructions
- Detail-oriented and able to prioritize and perform duties efficiently and effectively
- Committed to maintaining Rescue Village's high standard of animal care and mission to foster compassion for people and animals.
- Basic knowledge of Windows software and navigating chrome internet explorer is a must. Knowledge of Google Forms or PetPoint software is preferred.

Working Conditions

Work is performed constantly in an animal shelter that operates seven days per week with exposure to animals, including some with questionable health and temperament concerns, high noise levels, zoonotic diseases, harsh weather conditions, and cleaning agents. The person in this position needs to constantly move about the shelter to provide care to our shelter animals. Occasionally operates a computer and other office equipment (i.e. calculator, copier, and printer). Constantly positions self to handle animals of all sizes in a variety of areas and positions (low cages, high cages, on tables, on the floor, in vehicles, etc.). Constantly positions self to perform shelter and animal cleaning functions. Constantly communicates with staff members and volunteers who have inquiries about their job responsibilities and animal needs and must be able to exchange accurate information in these situations. Must be able to detect and recognize potentially dangerous animal behavior. Occasionally moves animals weighing up to 50 pounds (i.e. through the shelter on a leash or using other safe restraint and animal handling equipment, into and out of cages in the shelter). Walks dogs outside in all types of weather. Must be able to modify work schedule to meet Rescue Village's operational needs.

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship.

Resumes should be submitted via email to Erin Hawes, Shelter Director at ehawes@rescuevillage.org. No phone calls, please.