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JOB DESCRIPTION

**Animal Care Attendant**

*Implemented 10/15, FLSA Status: Non-Exempt*

**SUMMARY:** Animal Care Attendant is responsible for providing compassionate and attentive care to the animals at all times, maintaining a clean healthy environment for the animals and the public, and assisting with other duties as needed.

**PRINCIPAL DUTIES**

* Complete Daily cleanings of animals housing areas (Cat enclosure, Kennels and, Vehicles)
* Follow written policies, procedures, protocols, forms and training materials for provide during introduction period
* Follow all daily schedule assignments and assisted with other task as needed
* Follows all policies and procedures, as well as, working effectively, efficiently and in accordance with the organization’s policies.
* Ensure assigned room checklists and logs are complete
* Assist with maintaining the Inventory of assigned room
* Assist with daily behavior enrichment with the animals in your assigned area
* Assist with conducting spot cleaning of animal areas throughout the day, as needed.
* Maintains a healthy, safe, clean and pleasant environment and facilities for the animals and the public.
* Treats all animals humanely, properly, and with compassion at all times, regardless of the situation or circumstance.
* Assist with Daily Shelter Transports (Other adoptions centers, rescue, intake team, Etc.)
* Maintains a friendly demeanor and providing good customer service while assisting the public
* Provides high quality customer service to people who visit or call the Pennsylvania SPCA.
* Monitors the health of the animals in the shelter, and entering the shelter, on an ongoing basis by rapidly identifying any health problems or conditions (medical or behavioral) and immediately reporting them to The Animal Care Supervisor or PSPCA Veterinarian staff

**EDUCATIONAL REQUIREMENTS**

* High school graduation
* Two years of animal handling skills preferred
* Valid Driver’s license preferred

**EXPERIENCE, ABILITIES AND QUALITIES REQUIRED**

* Strong interpersonal skills. The ideal person for this job would be personable, outgoing, patient, professional, and able to get along well with a variety of people.
* Strong written and verbal skills, including the ability to communicate skillfully and effectively with a culturally diverse staff, volunteers and community in a professional, pleasant, respectful, courteous and tactful manner at all times.
* Strong problem solving skills – focusing on finding solutions to problems and challenges.
* Strong organizational and computer skills.
* Able to remain pleasant and calm even in stressful situations.
* Able to ask appropriate questions to gather information along with the ability to feel and show empathy for others.
* Flexibility the ability to manage multiple tasks.
* Knowledge of animal behavior and common medical conditions (or a willingness to rapidly gain this knowledge.)
* Comfort and ability in working with animals of unknown disposition and those who may exhibit medical and other problems, as well as aggressive tendencies.
* Ability to lift and move objects and animals weighing up to 50 pounds for short distances and to humanely restrain an animal when necessary.
* Must have a sincere interest in the work, programs and mission of the Pennsylvania SPCA

**IMMEDIATE SUPERVISOR:** Supervisor of Animal Care

**HOURS** FLSA STATUS: EXEMPT POSITION Minimum of 7.5 hours per day, 37.5 hours per week. Daily morning and afternoon hours and days of the week may vary according to the needs of the department schedule. Position may include weekends, nights and holidays.

**INTRODUCTORY ASSESSMENT PERIOD** The introductory assessment period runs from the date of hire for three months thereafter. For employment in any position with the Pennsylvania SPCA, this introductory assessment period is the period during which the specifics of the job are learned. During this period, either the employee or the Pennsylvania SPCA may end the employment relationship without notice or prejudice.

**EMPLOYMENT** There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of Pennsylvania SPCA that even exempt positions are governed by the needs of the agency, which means that employment is for no specified term and either the Pennsylvania SPCA or the employee, may terminate that employment at any time. The Chief Executive Officer has final authority over these decisions and determinations.