

## Client and Animal Care Associate

As a staff member of the Humane Society, one is responsible for animal care, maintenance of animal housing areas and the shelter, assisting the public, and record keeping. Job duties include, but are not limited to the following:

### Animal Care:

- \* Maintain a humane and caring attitude towards the animals at all times;
  - \* Adhere to the cleaning procedures for animal care, kennel maintenance, sanitation, and other animal care practices;
  - \* Provide adequate food and fresh water at all times, maintain daily dog walking routine;
  - \* Notify Management promptly if any animal shows signs of stress, injury, or illness;
  - \* Perform animal bathing, grooming, and nail trims;
  - \* Implant microchips on adopted animals as needed
  - \* Responsible for performing and/or assisting humane euthanasia;
  - \* Administer medications and vaccines as needed.

### Client Care:

- \* Greet, assist, and provide quality customer service to all clients;
- \* Give information such as the temperaments and personalities of specific animals and explain the adoption process to clients;
- \* Assist clients with animal adoptions and intake processes;
- \* Facilitate client/animal interactions to ensure a safe and pleasant experience;
- \* Answer telephone calls promptly and courteously, provide accurate information, and route inquiries to the proper authorities;
- \* Must be able to deal with hostile or abusive members of the public;
- \* Acknowledge with gratitude donations, both monetary and/or food and supplies.

### Record Keeping:

- \* Complete adoption paperwork, including microchip information and furnish rabies tags and certifications if applicable;
- \* Keep accurate records on every animal brought to the shelter by animal control or owner surrender;
- \* Complete the proper paperwork on any animal being returned to its owner;
- \* Properly file pre-adoption applications, AVID (microchip) information, and adoption contracts.

### Physical Requirements:

- \* Must be able to stand, walk, bend, and stoop frequently;
- \* Must be able to perform prolonged strenuous physical activity including lifting and carrying objects weighing up to 40 pounds alone or up to 100 pounds with the aid of fellow employees;
- \* Must be able to work outside in a variety of weather conditions.

### Miscellaneous:

- \* Assist in maintaining public areas and laundry/break room;
- \* Work weekends as assigned;
- \* Performs other duties as assigned.