

# **The Hill Country SPCA**

## **Job Description**

**Position Title: Animal Care Specialist (ACS)**

**Department: Shelter**

**Reports to: Shelter Manager**

### **Mission of the Hill Country SPCA**

The Hill Country SPCA (HCSPCA) is private, nonprofit 501c3 organization. Because every single animal has value, Hill Country SPCA is dedicated to: Preventing cruelty and neglect of domesticated animals in the Texas Hill Country; reducing the number of homeless and unwanted companion animals; eliminating euthanasia of unwanted animals; fostering responsible pet ownership; and providing shelter & placement services.

### **Position Summary**

The Animal Care Specialist (ACS) supports the Hill Country SPCA's programs and services and provides direct care of the animals and the daily care and health of all animals at the HC SPCA. The ACS works with the public and provides customer service, assists with animal selection, coordinates adoptions, answers inquiries, and helps clean and sanitize kennels. The ACS also is responsible for donations/fees from public, intakes, medical exams, and behavior evaluations of all animals.

### **Standards of Performance**

1. Proactively manage disease control, maintaining animal health and good community relations.
2. Ensures the upkeep and cleanliness of the kennel and adoption facilities are held to standards.
3. Keep the mission of the Hill Country SPCA in the forefront when performing job duties, as well as representing the Hill Country SPCA both inside and out of the Shelter environment.
4. Maintain clean and safe workplace practices.
5. Demonstrate efficiency, timeliness and professionalism in the accomplishment of assigned duties.
6. Communicate effectively and respect in all areas and with management, staff, clients, volunteers, donors, Board of Directors and suppliers.
7. Work in cooperation with all departments to promote a united and cohesive work environment.
8. Provide an exemplary level of care to all animals.
9. Maintain confidentiality in all matters pertaining to the Hill Country SPCA.
10. Represents the Hill Country SPCA in a professional and courteous manner at all times.
11. Provides quality service to customers, volunteers, and staff recognizing their individual contributions to the success of our organization.

### **Representative Tasks and Major Responsibilities:**

#### ***Programs and Services***

- Processes adoption/foster applications and actively assist and advise customers in the adoption of companion animals including assisting in animal visitations and appropriate adoption selection, animal care and behavioral information and collection of adoption fees
- Administer approvals and denials for simple applications
- Coordinate and administer data reporting

- Responsible for medical input
- Responsible for sterilization follow-up
- Performs animal evaluations and intakes
- Coordinate transport and intake of animals
- Pick up animals from animal control facilities and Veterinaryclinics when directed
- Maintain correct information across all programs
- Completes medical including vaccinating, blood drawing and microchipping
- Inputs medical information into file folders and in the computer software, *ShelterLuv*
- Takes pictures of animals, write descriptions and post animals as adoptable on all outreach sites
- Assist with outreach events, fundraisers and special projects
- Receive and process donations
- Be able to drive transport van and transport animals
- Assist with social media postings and photos of animals when needed
- Answers phone calls and provides customer service at front desk/lobby
- Works closely with program volunteers
- Availability to be “on-call” when needed

### ***Shelter Operations***

- Unpack, label and stock shelter supplies and place donations in their designated location
- Make sure cages and animals are properly labeled and identified
- Patrol shelter grounds daily, picking up trash and animal waste
- Inform Shelter Manager of any maintenance or safety needs
- Cleans and disinfects kennels and equipment, to include all runs, cages, halls and floors
- Cleans play runs/yard daily of animal waste
- Feed and water shelter animals, monitors food intake and output and reports changes to Shelter Manager
- Cleans all dishes and litter pans used by shelter animals
- Interacts with the animals including play, walking and enrichment providing human contact
- Provide adequate play time and enrichment for the animals
- Bathes, and trims cats/dogs nails
- Administer vaccinations, medications, blood work and fecal testing of animals
- Maintains a clean and healthy environment at Hill Country SPCA
- Observes animals for behavioral or health related problems and report them to Shelter Manager
- Maintains the operation of washing machines and dryers
- Works and communicates with all departments
- Sorts and stores donations in the appropriate areas, help public unload donations from their vehicles
- Washes and stores transport carriers and kennels
- Perform miscellaneous and additional duties as instructed by Shelter Manager

### **Job Conditions:**

- Work hours will vary and include weekends and holidays.
- Includes exposure to animals, zoonotic diseases, cleaning agents, chemicals, fumes, and high noise level areas.
- Frequent bending, crouching, lifting and exposure to biomedical hazards (e.g. needles, animal excretions, mild irritant/toxic chemicals).
- Take charge and/or handle animals as required and to restrain hard to control animals
- May be required to use strength and agility in capturing and restraining stronger, more active animals

- Heavy lifting and prolonged physical activity
- Subject to animal scratches and bites

**Skills/Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty and task satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- High school diploma or equivalent required
- Integrity (candidate must agree to a background and references check)
- Amazing communication, organization, reliability and conduct
- Dependability and strong work ethic
- Support the Hill Country SPCA mission statement, philosophies, and policies in and out of the workplace
- Willingness to receive training
- Computer literate, tech-savvy ability to learn ShelterLuv software system and other office management systems
- Engaging and friendly interpersonal skills with the ability to interact with the public
- Must be able to work shifts, including weekends and holidays
- Must be able to work with minimal/no supervision

**Work Experience Requirements:**

1. Must treat animals humanely, with love and concern both on and off the job, and transmit these values to others
2. Genuine concern, compassion, and respect for animals
3. Strong desire to learn about animals and their proper care
4. Must be able to take initiative and be proactive
5. Must be able to follow written and verbal directions
6. Possess customer service skills and be a team player
7. Prior animal handling and basic animal care a plus
8. Ability to work in a fast paced environment
9. Ability to communicate clearly and effectively
10. Must be able to communicate issues, concerns and needs with supervisor
11. Reliable transportation
12. Flexibility