



## Berkeley Humane

**Position Title:** Adoption Animal Care Specialist

**Department:** Adoption

**Reports to:** Director of Operations/Adoption Manager

**Pay Rate:** \$15.00

**FLSA Status:** Non-exempt

**Classification:** Full-time

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**SUMMARY:** The Adoption Animal Care Specialist (AACS) performs cleaning, feeding, and basic care duties for dogs and cats in the adoption center and/or hospital and observes their health and behavior in order to ensure that animals housed at Berkeley Humane maintain good quality of life and health. Other duties include finding appropriate homes by answering questions regarding adopting an animal while providing outstanding customer service to all visitors to Berkeley Humane.

**DUTIES & RESPONSIBILITIES:** This job description reflects the assignment of essential functions; it does not proscribe or restrict the tasks that may be assigned.

### **Adoptions and Customer Service**

When performing adoption and customer service duties, the Adoption Animal Care Specialist seeks to match appropriate adopters with adoptable animals, answers questions regarding the process, and explains procedures and protocols.

#### ***Primary Adoption and Customer Service Duties:***

- Encourages cat and dog adoption by providing outstanding customer service, in-person, over email, and by telephone, to those who are interested in adopting from Berkeley Humane.
- Greets and interacts with visitors in a friendly and helpful manner. Educates the public on animal care and adoptions and promotes all Berkeley Humane programs and services.
- Provides adoption counseling and animal selection assistance, enters computer data, completes necessary paperwork, and performs follow-up services.
- Facilitates retail sales.
- Promotes donation and giving opportunities as appropriate.
- Participates on committees and special projects as assigned.

### **Animal Care**

When performing animal care duties, the Adoption Animal Care Specialist provides care to dogs and cats housed in the adoption center and hospital according to Berkeley Humane animal care standards and protocols within the allotted time frame. This care includes feeding, monitoring for illness or behavioral needs, providing enrichment, and walking dogs.

#### ***Primary Animal Care Duties:***

- Cleans and disinfects animal housing areas and supplies, including cages/kennels, litter boxes, crates, dishes, etc.

- Grooms and bathes animals.
- Works closely with Pet Program Manager to follow behavior modification plans and provide basic training for animals in the agency's care.
- Follows medical instructions given by the veterinary staff.
- Trains and supervises volunteers as needed to provide direction with necessary tasks and explanation of protocols and policies.
- Keeps the Director of Operations informed of animal behavior, health, or concerns.
- Performs other duties as assigned by the Director of Operations.

**EDUCATION & EXPERIENCE:**

1. High School diploma or equivalent.
2. One year of verifiable hands-on professional or volunteer experience in the care, feeding, and handling of animals in a facility that cares for and/or houses animals (e.g. animal care/control agency, humane society, veterinary hospital, boarding or pet day care facility, or shelter) working principally with dogs and cats.
3. Excellent customer service, computer literate and proficient in Microsoft applications.

**SKILLS & REQUIREMENTS:** Highly motivated toward the welfare and humane treatment of all animals; ability to work with and handle animals safely and humanely; professional mindset; proven ability to take initiative and be a team player; demonstrated experience in dealing and communicating effectively and tactfully with the public; ability to multi-task and handle fast-paced, demanding initiatives while also learning and applying new ideas; agreement to support Berkeley Humane’s policies and procedures; passion for animal welfare and a love of working with all sizes and breeds of dogs and cats; ability to work with a team, manage deadlines, and be flexible under pressure; excellent written and verbal communication skills; ability to professionally advocate the Berkeley Humane programs and animals; ability to work with a positive outlook.

**PHYSICAL DEMANDS:** This work is performed in office and shelter surroundings; requires workers to walk or stand for long periods; lift and carry up to 50 pounds; climb stairs; bend; reach; hold, grasp, and turn objects; and use fingers to operate computer keyboards. The work requires the ability to speak normally and to use normal or aided vision or hearing.

**WORK ENVIRONMENT:** Work is performed in an animal shelter environment with exposure to seasonal outdoor conditions. Animal contacts and related injuries, including bites and scratches, may occur. Must be comfortable handling dogs and cats on a daily basis. May occasionally handle sick, injured, or deceased pets. Noise exposure varies and often includes uncontrolled barking and other animal vocalizations. Animal waste contact, smells and visual exposure is prevalent. Frequent exposure to and/or handling of industrial cleaning supplies. Frequent walking, bending and stooping in kennel areas. Although all efforts are made to adopt out all of the animals we take into our care, some animals will be euthanized for disease, quality of life, or behaviors unsuitable for adoption into our community.

**Berkeley Humane is an Equal Opportunity Employer.**