



# Berkeley Humane

**Position Title:** Hospital/Adoption Specialist

**Department:** Hospital

**Reports to:** Veterinarian & Adoption Center Manager

**Pay Rate:** \$16-\$17 DOE

**FLSA Status:** Non-exempt

**Classification:** Part-time

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**SUMMARY:** The Hospital Adoption Specialist serves as a liaison between the Hospital and Adoption Departments, by assisting the Hospital with veterinary procedures in accordance with standard and acceptable practices in a shelter environment, prescription fulfillment and administration, and data entry/record management. Duties correlate directly with supporting the Adoption Department, providing exceptional customer service, ensuring that medical information, prescriptions, and waivers are accurate and facilitated as part of the adoption process, as well as supporting animal care needs and processing adoptions. Work schedule may include weekends.

**REPORTS TO:** Since this position serves two Departments, the Hospital Adoption Specialist reports both to the Veterinarian who provides direct supervision and primary guidance, and to the Adoption Center Manager who provides additional supervision and guidance. Both managers provide input and conduct performance reviews.

## **DUTIES & RESPONSIBILITIES:**

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

- Perform, or assist in the performance of, treatments or prophylaxis as directed by DVM or RVT, including vaccination, wound care, administration of medication, nail trimming, ear cleaning, therapeutic grooming, and implantation of microchips.
- Restrain patients for examination by DVM or RVT.
- Monitor recovery of surgical patients under indirect supervision of DVM or RVT.
- Process sterile resources and perform routine maintenance on autoclave and ultrasonic cleaner.
- Responsible for daily organization and cleanliness of hospital supplies/equipment and database records entry.
- Assist with scheduling Spay the Bay spay/neuter clinic appointments.
- Greet, room, and prepare records for Spay the Bay spay/neuter clinic clients.
- Discharge patients, including preparation of medication and receipt of payment from clients.
- Relay information between Hospital and Adoptions staff for new and updated medical issues in relation to animal care and adoption matters.
- Provide non-medical care to animals requiring isolation or other specialized husbandry for high-risk illnesses and ailments.
- Discuss and demonstrate appropriate husbandry and medicine administration techniques to adopters and foster care providers receiving animals with special needs.
- Independently administer basic medical treatments at the direction of the veterinarian and/or RVT's.
- Assist Adoptions/Animal Care and Foster Program staff when supplemental help is needed.
- Performs Animal Care duties such as cleans and disinfects animal housing areas and supplies, including cages/kennels, litter boxes, crates, dishes, etc.
- Other duties as assigned.

## **SKILLS & REQUIREMENTS:**

- Demonstrated experience in dealing and communicating effectively and tactfully with the public
- Proven ability to take initiative and be a team player; ability to multi-task and handle fast-paced, demanding initiatives while also learning and applying new ideas and maintaining a positive demeanor
- Professional mindset
- Agreement to support Berkeley Humane's policies and procedures
- Ability to work with and handle animals safely and humanely
- Passion for animal welfare and a love of working with all sizes and breeds of dogs and cats
- Excellent written and verbal communication skills
- Able to work weekends

## **EDUCATION & EXPERIENCE:**

- High School diploma or equivalent.
- 3-5 years' experience with increasing responsibility in customer service, client relations, or management service role.
- 1-2 years' 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 preferred.
- Computer literate and proficient in Microsoft applications. Experience working with PetPoint and Avimark preferred.
- VACSP permit preferred.

## **PREFERRED KNOWLEDGE:**

- Contemporary shelter maintenance techniques and accepted sanitary practices. Knowledge and understanding of the "Guidelines for Standards of Care in Animal Shelters".
- Familiarity with symptoms of diseases common to dogs and cats in an animal shelter environment.
- Preventive, diagnostic and therapeutic veterinary treatment of domestic animals.

**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:** Exposure to strong and/or unpleasant odors, including those from excrement, cleaning agents, and chemical compounds; frequent exposure to noise; possible exposure to parasites and infectious diseases that can be carried and transmitted by animals. Workers are subject to animal bites and scratches and constant exposure to animals, animal noises, and animal allergens under conditions with no alternatives available. Work is subject to frequent interruptions. 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**