



## Berkeley Humane

**Position Title:** Adoption Animal Care Specialist

**Department:** Adoption

**Reports to:** Adoption Center Manager

**Pay Rate:** \$18.00

**FLSA Status:** Non-exempt

**Classification:** Temporary

---

**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. This is a temporary, non-benefit position. Hours and days could vary. Shifts start as early as 7 a.m. and/or may end as late as 7 p.m.

**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.
- Provides adoption counseling and animal selection assistance, enters computer data, completes necessary paperwork, and performs follow-up services.
- Serves as a resource to the community by effectively imparting knowledge of companion animal care.
- Sets a positive tone for excellent customer care and service.
- Trains and supervises volunteers as needed to provide direction with necessary tasks and explanation of protocols and policies.
- Actively promotes Berkeley Humane animals and matches them to appropriate families.
- Actively promotes Berkeley Humane programs and events to clients, volunteers, and staff.

- Actively promotes and facilitates enrollment in Berkeley Humane-supported dog training classes.
- Facilitates retail sales.
- Promotes donation and giving opportunities as appropriate.
- Participates on committees and special projects as assigned.
- Promotes communication and cooperation between internal departments.

### **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 dogs and walks them.
- Works closely with the Pet Program Manager to follow behavior modification plans and provide basic animal training.
- Follows medical instructions given by the veterinary staff.
- Greets and interacts with visitors in a friendly and helpful manner. Educates the public on animal care and adoptions.
- Trains and supervises volunteers as needed to provide direction with necessary tasks and explanation of protocols and policies.
- Keeps the managers informed of animal behavior, health, or any other concern.
- Performs other duties as assigned by the Adoption Center Manager and/or 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.
4. 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. Frequent exposure to and/or handling of industrial cleaning supplies and strong and/or unpleasant odors, including those from animal waste, cleaning agents, and chemical compounds; frequent exposure to noise; possible exposure to parasites and infectious diseases that can be carried and transmitted by animals. 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 humanely euthanized for terminal disease, quality of life, or behavior that is unsuitable and dangerous for adoption into the community.

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

Berkeley Humane is committed to cultivating and preserving a culture of inclusivity and belonging. We are able to grow and learn better together with a diverse team of volunteers and staff. We embrace individual differences, not limited to life experience, knowledge, innovation, self-expression, and talent that our volunteers and staff bring to their work and to our culture. In recruiting for our team, we welcome the unique contributions that you can bring in terms of your education, opinions, culture, ethnicity, race, sex, gender identity and expression, nation of origin, age, languages spoken, veteran's status, color, religion, disability, sexual orientation and beliefs.