



***Pet Network Humane Society  
Position Description***

**Position Title:** Animal Care Attendant

**Status:** Hourly

**Date:** July 2024

**Primary Purpose:** Responsible for providing humane care of the animals at Pet Network Humane Society, including feeding, cleaning and kennel maintenance, enrichment, exercise, and ensuring their health and safety. Animal Care Attendants (ACA) also assist clients with adoptions, interact with volunteers and helps to maintain animal records.

**Reports to:** Animal Care Supervisor

**Workers Supervised:** None.

**Essential Duties/Responsibilities:**

1. Provide appropriate and compassionate care and handling, maintaining the highest standards of care to the animals at Pet Network Humane Society.
2. Supply food, water, basic obedience, and daily exercise to all animals.
3. Provide enrichment for dogs and cats at the shelter to reduce stress, and help implement behavior modification plans, as needed.
4. Ability to work with, leash, kennel, walk, and handle animals including those with health and/or behavior conditions including shyness and fearfulness.
5. Make routine rounds of animals and their living environments to monitor health, safety, and cleanliness.
6. Responsible for cleaning, sanitation, and maintenance of all animal areas within the shelter including, but not limited to animal housing, prep and storage areas, halls, and exercise spaces.
7. Follow prescribed cleaning protocols using approved cleaners. Clean and disinfect animal food and water dishes, and cat litter pans. Ensure that the inside/outside areas are free of animal waste.
8. Stock and organize all assigned animal areas and maintain supply inventory lists. Put away all animal supply donations.
9. Maintain kennel cards and clear records of feeding and care instructions, ensuring that each animal's needs are met and documented with daily monitoring.
10. Wash, dry, and fold animal laundry.
11. Complete paperwork and filing as required to maintain all animal records within PNHS. Update animal inventory systems to reflect the current population.
12. Set up all incoming animals in proper areas with appropriate treatments and signage.
13. Identify and separate all animals showing signs of illness or disease and notify the Veterinary Department. Follow isolation protocols to minimize the risk of cross contamination.
14. Under the guidance of the Veterinary department, provide supportive care to animals with medical issues including dispensing medications and pre-op and post-op care.
15. Monitor animals to detect stress, illness, injury, or changes in behavior, immediately reporting findings, when necessary, to the Animal Care Supervisor and Veterinarian.
16. Deliver superior client service to all visitors, adopters, volunteers and fosters. Offer greetings, answer questions, aid, and direct potential adopters to animals available for adoption.
17. Provide a positive and productive environment for all volunteers in related work areas. Assist with hands-on training as needed, including orienting them to the different areas within the shelter and answer questions as needed. Also ensure that volunteers are following proper shelter protocols.
18. Interact with all staff in an efficient and courteous manner to ensure a cooperative team

environment amongst all departments.

19. Assist in the general maintenance and cleanliness of the buildings and grounds addressing and/or reporting safety hazards or unsafe use of PNHS equipment.
20. Attend and participate in departmental and shelter meetings. Attend educational venues as recommended/approved.
21. Assist with special events (adoption events, etc.) as needed, either at PNHS or at remote locations.
22. Promote fundraising activities and solicit support of the agency overall.
23. Maintain and promote a positive public image standard relevant to PNHS.
24. Other duties as assigned by the Animal Care Supervisor, Director of Operations or Executive Director.

**Working Conditions:**

Working conditions include working alone and with others. While all animal care spaces (kennels, etc.) are housed indoors in an air-conditioned environment, there will be outside work required in varying weather conditions including animal exercise and enrichment, and yard clean-up. May be required to work in an environment where there may be loud noises, unpleasant odors, chemical fumes, dirt, and dust.

**Equipment Use:** Animal care and restraint equipment. Also, use of standard office equipment such as computers, printers, digital camera, phone, etc.

**Work Hours:** This is an hourly position that can be part-time or full-time hours depending on the organizations need. There are various shifts within hours of operation seven days a week. Number of hours and regular shift availability will be clarified at hire and is subject to change. Position requires regular and predictable attendance.

**Mental Demands:** Requires the ability to multi-task and have a high degree of alertness and attention to detail. Ability to read and write and follow written and oral communications.

**Physical Demands:**

The employee will work with live animals, including dangerous and fractious animals, with risk of injury such as animal bites and scratches, and exposure to zoonotic diseases and biohazards such as animal disease and waste. Potential exposure to allergens, fumes, dust, animal dander, sharp objects and hazardous chemicals requiring OSHA Material Safety Data Sheets including medications. Potential interactions with hostile persons and exposure to environmental factors such as temperature variations, and high noise levels.

Must be able to lift at least 50 pounds and be able to hold and restrain animals of all sizes. The majority of duties will require the staff member to be on their feet. Should be able to handle animals of various sizes and temperaments and have adequate reflexes to deal with shy, fearful or potentially aggressive animals. Must be able to work at a fast and efficient pace while maintaining safety and health standards for both the workers and the animals. Must be able to respond quickly to emergencies.

**Minimum Requirements:**

- General knowledge of animal behavior.
- Demonstrable ability to care for animals in a safe and nurturing capacity.
- Ability to communicate effectively with the public, showing compassion and courtesy in all interactions.
- Maintain confidentiality regarding sensitive matters related to all animals and other PNHS issues.
- Must have a valid driver's license with a good driving record.

**General Qualifications:**

- Must have a passion for animals and support the mission of the Pet Network Humane Society.
- Must treat animals humanely, with love and concern both on and off the job and transmit these values to others.
- General knowledge of pet behavior and care, including basic animal handling and breeds. Ability to work with and handle all kinds of animals in a safe and responsible manner.
- Must adhere to all local laws regarding personally owned animals.
- Positive attitude is a must!

**Additional Qualifications that would benefit this position:**

- Previous experience in animal related fields preferably with animal care.
- Previous animal welfare experience.

Signature of Employee \_\_\_\_\_ Date: \_\_\_\_\_ ---