

Animal Care Assistant



General Summary of Classification:

Serves as a primary caretaker by providing daily care and feedings for a wide variety of animal in the care of the County's Animal Shelter; performs routine maintenance to the animals' cages, runs and related areas within the shelter facility and grounds; handles appointments to meet and/or adopt shelter animals; serves as essential personnel and performs assigned job duties as scheduled which may include days, evenings, weekends and holidays; performs related duties as assigned.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.

- Provides the routine daily care and feeding of the dogs, cats, other companion animals such as rabbits, birds and livestock, and animals that are impounded, released by their owners, or are unclaimed, and are available for adoption;
- Performs various duties to support shelter activities including handling reports of missing pets and found animals, processing impounded pets (intake & return to owners), processing the intake of animal resulting from relinquished ownership;
- Monitors and observes animals for signs of illness or injury, recognizes health, injury and other condition issues, reports recognized issues and concerns to Senior Animal Care Assistant and Shelter Manager, administers first aid, medication, or minor treatments as part of an established care plan for routine issues, may provide treatments and rehabilitative care as instructed under the direction of veterinary professionals, and maintains related records;
- Prepares, updates and maintains a variety of logs and records, paper and electronic;
- Handles appointments for the release, recovery or adoption of an animal;
- Assists with Shelter sponsored clinics and other Shelter sponsored activities held at locations countywide;
- Performs other duties as assigned.

Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Basic working knowledge of the care, control, feeding, dietary and environmental needs of dogs, cats, other companion animals; basic working knowledge and understanding of routine health issues, relevant appropriate treatments for common health issues, medicines and medical techniques, and related healthcare supplies; sound judgement and critical thinking skills; ability to work safely with a wide variety of companion animals with varying life experiences impacting their demeanor and condition; politically astute with a sound working knowledge of with local and State codes, laws and regulations pertaining to the humane treatment of shelter animals; ability to work a flexible schedule which may include days, evening, nights, weekends and holidays as assigned.
- **Technical:** Sound computer skills with the ability to use computer and typical business software, proprietary software and applications, and various wireless technologies and peripherals for communications and to complete assigned tasks.
- **Interpersonal, Communication and Customer Service:** Ability to communicate and interact professionally, including tact, compassion and appropriately firmly, with diverse target audiences, stakeholders, community groups and the general public; excellent collaborative skills with an ability work independently and as part of a team.
- **Decision-making and Authority:** Adheres to strict protocols governing the humane treatment of shelter animals; utilizes keen observation skills and sound judgment to feed, provide care and handle animals safely; uses tact and discretion when interacting with target audiences, stakeholders, community groups and the general public.
- **Leadership:** Non-supervisory. Serves as a primary point of contact for interactions between the public and Shelter.
- **Environment:** Typically works indoors with dogs, cats and other companion animals with varying degrees of physical and behavioral issues; requires ability to clean and maintains cages, runs and related shelter areas; works in varying weather, temperature and sanitary conditions. Conditions vary based on assigned duties at related clinics, activities and events.
- **Physical:** Visual and hearing acuity sufficient to recognize potential safety hazards and take appropriate action to ensure the safety of self and others. Physical ability sufficient to safely perform physically demanding work including, but not limited to, heavy lifting, squatting, stooping, bending, twisting, stretching, crawling, reaching overhead, and working in awkward positions without choice or variety; may handle and manage animals with aggressive or other behavioral issues as needed; frequently high-stress environment.

Minimum Education and Experience:

Education: Graduation from high school or equivalent, with additional training in coursework in animal care preferred;

Experience: Previous relevant work experience in a shelter or veterinarian facility preferred;

OR: Any equivalent combination of experience and training which provides the necessary knowledge, skills and abilities.

Other Requirements (License, Certifications, Training, etc.):

- Serves as essential personnel required to work a flexible schedule including days, evenings, nights, weekends and holidays.
- May require a valid driver's license to perform assigned duties at various locations Countywide.
- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of NIMS ICS 700. Additional NIMS ICS training courses may be required.

NOTE: This is a class specification and not an individualized position description. A class specification defines the general nature and scope of duties and responsibilities of positions in a job classification Class specs are not intended to describe and does not list all of the job duties and responsibilities that may be assigned to a specific position in a job classification.