

Senior Animal Care Assistant



General Summary of Classification:

Serves as lead worker providing training and guidance to shelter staff, assists the Animal Shelter Manager with daily operations and ensuring compliance with state code governing the humane treatment of animals, and serves as back-up to the Animal Shelter Manager; 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 other 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.

- Serves as lead worker by providing training and guidance to shelter staff, directing work assignments, assisting staff with issue resolution, and proficiently performs the duties routinely assigned to Animal Care Assistants;
- Responds to inquiries, problems, or complaints from the general public relating to the animal shelter operations and activities, explains decisions and interprets laws, procedures and policies;
- Coordinates animal medical needs with veterinarians;
- Assists with coordinating and participates in shelter sponsored activities;
- Maintains and prepares a variety of records, correspondence, and reports related to animal shelter activities;
- Performs other duties as assigned.

Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Sound working knowledge of the care, control, feeding, dietary and environmental needs of dogs, cats, other companion animals; sound 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; serves as a lead worker with excellent collaborative, includes working well 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; assists staff with the resolutions of issues; keeps supervisor appropriately informed of issues and resolutions.
- **Leadership:** Lead worker. Provides training and guidance to shelter staff; assists and serves as back-up to Shelter Manager.
- **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: Three (3) or more years of progressively responsible work experience in a shelter or veterinarian facility;

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.