



## JOB DESCRIPTION

**Position:** Animal Care Associate Starting Pay \$14.25 per hour

### **Summary:**

Animal Care Associates are essential to the daily operations of Riverside Rescue's Animal Care and Adoption Center. Animal Care Associates must be flexible in their duties and responsibilities to best fit the changing needs of the Animal Care and Adoption Center and the mission of Riverside Rescue (RR). This role focuses heavily on answering phones, assisting clients in the lobby, working through donations, cleaning cats, some physical labor, including cleaning kennels, walking dogs, and tidying the building. Candidates must be able to be on their feet for up to 8 hours a day and be able to lift at least 50 pounds. Since Animal Care Associates also plays a critical role in adoption, a high level of professionalism, excellent interpersonal skills, and strong customer service are also required.

### **Responsibilities:**

Job Responsibilities include, but are not limited to:

Animal Care and Shelter Upkeep:

- Work on your feet for up to 8 hours a day, lifting at least 50 lbs. alone (both in animals and supplies);
- Must be able to handle a wide variety of animals effectively, safely, and in a humane manner;
- Clean and disinfect cages, kennel areas, exercise runs, pet laundry, pet dishes/ litterboxes, and other shelter-related areas, including public lobby, restroom, and front desk area as applicable and needed;
- Provide food, water, and enrichment for all animals in the shelter and related areas;
- Medicate, bathe, groom, exercise, and train animals as directed by the Management team, Veterinary, or Behavior team;
- Evaluate and monitor the health and behavior of animals in the Shelter;
- Assist with daily enrichment efforts for animals in the shelter, such as dog trail walks, busy boxes, treat dispensers, or peanut butter frisbees, etc.
- General groundskeeping work, like snow and ice removal during the winter or litter around the parking area;
- Maintain all areas in a neat, clean, and organized fashion.

### **Customer Service:**

- Provide the highest quality customer service to clients, volunteers, and staff while actively promoting our mission, services, programs, and events;
- Maintain positive community relations, perform shelter tours, and provide pet care information as required;
- Answer telephone calls promptly with a friendly voice;

- Guide clients efficiently through the adoption process as well as the surrender process. Must be able to assist volunteers with adoption and surrender procedures and policies;
- Provide clients with information pleasantly and professionally, including pet training tips and pet care information;
- Cultivate positive client, volunteer, and coworker relations through professional, respectful, and courteous interactions. Practice and encourage a culture of kindness and understanding;
- Promote donation and giving opportunities as appropriate.

### **Office Tasks:**

- Complete all computerized Animal Care and Adoption Center data entry and paperwork neatly and accurately. This includes surrender forms, kennel cards, adoption agreements, and medical records.
- Prepare, process files, records, adoption agreements, transactions, and other paperwork for clients, callers, and adoption staff accurately;
- Account for money received and be able to perform simple business mathematics.

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below represent the knowledge, skills, and/or abilities required.

- A minimum of a high school diploma or GED;
- Maintain a professional, caring, humane, and safety-conscious demeanor;
- Be a team player with a positive, can-do, and proactive approach who likes working in a fast-paced environment;
- Possess excellent interpersonal and customer service skills.;
- Possess excellent organizational and time management skills;
- Work effectively, both independently and in a team environment, in an atmosphere of shifting priorities;
- Present a neat, clean, and professional appearance, wearing an RR t-shirt, sweatshirt, or nametag while on duty;
- Follow all Safety Guidelines and model safe work practices;
- Be physically capable of performing all the duties of Animal Care Associate including: working with behaviorally compromised animals; strenuous physical activity daily, including but not limited to lifting a minimum of 50 lbs., and carrying, reaching, stooping, standing, squatting; regularly moving about the facilities to coordinate work; potential exposure to sick, deceased, fractious, or aggressive animals.

### **Additional Information:**

- Must work weekends, with 1 full weekend and one ½ weekend off, and some holidays. Hours 16-28 per week. Must assume responsibility for opening and closing the Shelter and Adoption Center. This includes making sure all animals have been properly taken care of and securing the premises.

### **Our EEO Policy:**

Riverside Rescue is an Equal Employment Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, creed, religion, sex, national

origin, ancestry, gender, gender identity or expression, age, marital or domestic partner status, citizenship status, sexual orientation, disability, genetic information, military or veteran status, or any other characteristic protected by applicable federal, state or local laws, regulations or ordinances. Applicants with disabilities may be entitled to a reasonable accommodation under the terms of the Americans with Disabilities Act and certain state or local laws. A reasonable accommodation is a modification (or modifications) to a position and/or to the hiring process which will allow the individual to perform all of the essential functions of that position and/or complete the application process without imposing undue hardship on Riverside Rescue. Please inform the Riverside Rescue's shelter manager or supervisor if you need accommodation to complete any forms or to otherwise participate in the application process.