JOB DESCRIPTION

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Job Title: Animal Services Assistant   **Revised:** 12/8/2021

Reports to: Animal Services Supervisor   **Approval Date:**

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Purpose: The Animal Services Assistant serves as a caregiver to animals at the Humane Society of Southern Wisconsin (HSSW). They are responsible for providing high quality care to all shelter animals at all times. Responsible for processing incoming animals and administering vaccines and medication to the animals as prescribed. Responsible for ensuring proper cleaning protocols for all kennel areas, especially isolation areas, and the shelter as a whole. Ensure alert and timely notification of lost animals and microchip information to facilitate redemptions. Responsible for providing daily enrichment to shelter pets. Follows daily assignment sheet to complete assigned tasks. This is a full or part-time position.

Essential Duties and Responsibilities

Daily Animal Care
- Complete admitting process on all incoming animals, including physical exams, vaccinations, blood draws, de-worming, medical, and behavior evaluations.
- Administer medications and monitor progress of all shelter animals, keeping a daily log of all necessary treatments.
- Calculate, administer, and record all drugs and medications.
- Perform lab tests including fecal exams, feline leukemia, and heartworm tests.
- Perform animal euthanasia once certified and trained per shelter euthanasia protocol if selected by Operations Director and Animal Services Supervisor to become certified.
- Assist with and take radiographs.
- Provide appropriate food, water, and bedding to animals that stay within admitting and isolation areas.
- Responsible for micro-chipping animals prior to adoption.
- Clean and maintain all animal kennels in a timely manner, providing proper animal husbandry while following approved procedures and using appropriate products.
- Feed all animals their required diet and in the appropriate rations.
- Complete daily health and behavior observations of all animals.
- Assist with grooming of animals as needed.
- Ensure that all animals have blankets or appropriate bedding and toys.
- Ensure all dishes, laundry, and animal carriers are sanitized daily.
- Fulfills prescribed enrichment/training of animals daily including playgroups as approved by the Animal Services Supervisor.

Communication with the Public
- Comply with all HSSW policies, procedures, and protocols.
- Field general inquiries from public, always maintaining a calm, courteous manner.
- Assist the public with questions about medical concerns, either at the shelter or by phone.
- Assist with retaining and training volunteers as appropriate.
- Assist with opening duties and closing duties.
- Observe HSSW dress code.

General Duties
- Ensure the cleanliness and organization of assigned work area including daily removal of trash and clutter and restocking of supplies.
- Maintain inside and outside of building in a clean and orderly manner.
- Repair or report any broken or damaged equipment in a timely manner.
- Responsible to assist with laundry, dishes, carrier cleaning.
- Restock all work areas.
- Handle animals in a safe and humane manner.

Internal Communications
- Advise appropriate shelter staff about animal medical or behavioral concerns.
- Monitor inventory of supplies and notify appropriate personnel when supplies are needed.
- Enter all information into the computer as necessary. Keep all paperwork and addendums updated and accurate including treatment records.
- Answer questions from other staff and volunteers in a calm and courteous manner.
- Communicate effectively and completely on all documentation, including date, time, and initials for every note or memo written.
- Other duties as assigned by your supervisor.

Qualifications
- Critical evaluation and observation skills.
- Must be able to handle a wide variety of animals including dogs, cats, small mammals, birds, reptiles, and feral cats in a safe and humane manner.
- Basic knowledge and ability to understand aspects of disease and the cause and treatment of animal-related problems.
- Good public relations and communication skills.
- Computer literate.
- Valid driver's license and a good driving record.
- Understand and support the values, philosophies, and policies of HSSW.
- Must be able to lift and carry 50lbs safely.
- Acquire and possess a thorough understanding of - and dedication to - the philosophies of animal welfare.

Minimum Required Education and Experience
- High school or equivalent with advanced training and/or experience preferred.

Computer Skills

To perform this job successfully, an individual must have experience in the use of Office tools (Word, Excel & Outlook) and possess the ability to learn new software applicable to shelter management as warranted.

Work Environment

Must be able to work in an environment where animals are consistently present. Must be willing to work irregular hours, weekends and holidays as needed. Ability to attend evening meetings and after-hours events as necessary. Able to deal with public hostility that at times can be stressful. Must be able to tolerate loud working conditions.

Disclaimer

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by management as deemed appropriate.

In accordance with the American with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as, and do not create, employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

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Employee Signature   Date