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JOB DESCRIPTION

Job Title: Animal Care Team Lead
Reports to: Executive Director
FLSA Status: Non-Exempt, Full-time
Salary: \$14.00 - \$16 per hour, DOQ/DOE
Prepared Date: January 2021
Hours: 40 hours per week

DEFINITION: Under general supervision, performs and oversees a variety of work associated with the health and well-being of shelter animals, cleaning of shelter facilities, provides leadership to Animal Care Team.

ESSENTIAL FUNCTIONS: Essential functions, as defined under the Americans with Disabilities Act, may include, but are not limited to, the following tasks, knowledge, skills and other characteristics. **(This list of tasks is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class.)**

TASKS:

Provide food and water to shelter animals according to feeding protocols. Clean, disinfect, and wash cages, kennel areas, exercise/outdoor runs and other animal care related areas of including but not limited, to feces and urine. Bathe, groom, and exercise animals as needed or as directed. Perform shelter animal intake and wellness exams. Maintain weight, temperature, and body condition records of shelter animals. Manage animal diets appropriately. Arrange veterinary services with veterinary partners. Drive shelter vehicle to pick up or deliver shelter animals or as directed, always keeping the vehicle clean. Assist potential adopters as needed. Answering telephones. Provide excellent customer service. Assist citizens surrendering animals and process animal intakes. Assist adopters when necessary with adopting animals and provide animal care information. Maintain all areas in a neat, clean, and organized fashion. Perform various custodial duties as required or directed. Handle animals humanely, safely, and effectively. Administer medications and treatments as directed. Administer vaccinations. Implantation of microchips. Manage and maintain shelter animal medical records. To provide leadership for fellow co-workers and volunteers. Monitor performance ensuring adherence to company policies of co-workers and volunteers. To aid as needed with hiring, onboarding, and training of new staff members. Assist with training of volunteers. Lead others by example by providing exemplary service. Act as first line of defense for customer issues and employee disagreements. Dependable and TEAM minded. Other duties as assigned.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

- Knowledge and experience of basic animal care.
- Knowledge and experience of basic cleaning and disease and parasite control.
- Knowledge and experience with basic infectious disease and parasitic signs and symptoms.
- Knowledge of and experience administering core vaccinations for dogs and cats.
- Experience and skill in animal handling.
- Experience and Skill in recognizing and implementing dietary and medical needs of shelter animals.
- Experience and skill in working effectively as a team player in a busy environment while maintaining superior customer service.
- Experience and skill in safely vaccinating, microchipping, and medicating dogs and cats.
- Experience and skill in record keeping of vaccination and medical records for shelter animals.
- Skill in effectively communicating with staff and volunteers.

MINIMUM QUALIFICATIONS:

A high school diploma or GED, a valid Arizona Driver's License AND minimum of five (5) years' experience in animal care. Veterinary assistant experience preferred.

ADDITIONAL REQUIREMENTS:

May be exposed to extreme weather conditions, potential physical harm, hazardous chemicals, infectious diseases, dangerous machinery, snakes, insects, and vermin.

Must possess and retain a valid Arizona Driver's License.

May be required to lift and/or carry heavy, bulky supplies, materials, and animals weighing up to 50 pounds.

Must participate in continuing education by furthering personal knowledge associated to job tasks and sharing with staff quarterly at staff meetings.

May be required to work a flexible schedule outside the normal work schedule.

Must be able to exercise sound judgement when working without supervision and under emotional stress.

Must be of good moral character and possess an even disposition.

Be a champion for animals.

Must be able to deal effectively and politely with people from diverse backgrounds and experiences in a variety of difficult situations.

Must possess a high level of professionalism and strong interpersonal skills.

Must adhere to proper HSW attire and personal hygiene policies.

NON-PHYSICAL DEMANDS:

N=Never	R=Rarely	O=Occasionally	=Frequently	C=Constantly
Never occurs	Less than 1 hour per week	Up to 1/3 of the time	From 1/3 to 2/3 of the time	2/3 or more of the time

Non-Physical Demands	Frequency Code
Time Pressures	F
Emergency Situations	O
Frequent Change of Tasks	C
Irregular Work Schedule / Overtime	R
Performing Multiple Tasks Simultaneously	C
Working closely with others as part of a team	C
Tedious or Exacting Work	F
Noisy / Distracting Environment	C

PHYSICAL DEMANDS:

N=Never	R=Rarely	O=Occasionally	=Frequently	C=Constantly
Never occurs	Less than 1 hour per week	Up to 1/3 of the time	From 1/3 to 2/3 of the time	2/3 or more of the time

This is the description of the way this job is currently performed; it does not address the potential for accommodations.

Physical Demands	Frequency Code	Description
Standing	C	Making up feeding bowls; Observing animals
Sitting	O	Light computer work; Paperwork; Driving
Walking	C	Around shelter
Lifting	O	Dog food; Cat litter; bathing animals
Carrying	O	Dog food; Cat litter
Pushing / Pulling	C	Power Washer; Equipment; Chairs
Reaching	C	For Supplies; Tools; Animals; Washing Dishes
Handling	C	Equipment; Animals; Paperwork
Fine Dexterity	O	Medicating/Handling Animals; Telephone; Computer keyboard
Crouching	O	To leash/harness an Animal; Pet Animals; Cleaning
Crawling	R	To leash/harness an Animal
Bending	F	To Pet Animals; retrieving items from lower shelf
Twisting	F	Getting inside vehicle; To Close Gates
Climbing	R	Step Stools
Balancing	R	Step Stools
Vision	C	Observing Animals; Driving; Reading; Computer Screen
Hearing	C	Animals; Communicating via Telephone/Walkie Talkie
Talking	C	To Animals; Via Telephone/in person to co-workers/public

