

**TITLE:** ANIMAL CARE ATTENDANT/CUSTOMER SERVICE REPRESENTATIVE

**FUNCTION:** Under the supervision of the Kennel Supervisor, the Animal Care Attendant/Customer Service Representative is responsible for performing the routine cleaning and animal care in a sanitary, humane, and efficient manner in accordance with industry standards as well as provide the animals with enrichment. Assist the public with adoptions, in-take and processing of animals in adherence to Border Paws Animal Shelter Society policies and procedures.

**HOURS:** Casual, hourly wage

**DUTIES & RESPONSIBILITIES:**

1. Clean kennels and perform related housekeeping duties based on shelter protocols
2. Feed all animals according to guidelines and record daily consumption
3. Identify medical or behaviour concerns with animals, and record information using shelter database
4. Adequately socialize or provide enrichment to animals in care.
5. Maintain proper inventory levels of cleaning and other supplies. Informs supervisor when reordering is necessary.
6. Assist Kennel Supervisor and VMA as assigned
7. Ensure computer data on animals in shelter are kept up to date
8. Greet customers and answer phones in professional manner
9. Coordinate and make appointments for incoming animals
10. Intake animals including data entry and basic handling of animals
11. Conduct adoption interviews and process paperwork including data entry
12. Process all fees, donations or financial transactions into computer system, balance daily receipts
13. Additional tasks assigned as required

**REQUIREMENTS:**

- Must have received High School Diploma or GED
- Able to multitask and prioritize tasks accordingly
- Able to work independently and with a team
- Proven ability to communicate effectively orally and in writing
- Strong computer and data entry skills
- Previous animal handling experience in an animal shelter or veterinarian clinic an asset

**PHYSICAL REQUIREMENTS:**

- Frequent standing, walking, sitting, reaching with hands and arms, and stooping, kneeling, or crouching.
- The position holder must be able to regularly lift and/or move up to 50 pounds.
- While performing the duties of this job this position may be exposed to animal odors or airborne particles.
- The noise level in the work environment is usually moderate.