



Every pet deserves a good life. We save the most vulnerable animals and enrich the lives of pets and people. Our mission is made possible with the hard work of our valued employees. We offer a friendly, professional work environment with a culture that promotes innovation, compassion, and excellence.

Job Title: Animal Care Attendant (ACA)

Department: Adoption Center

Position Status: Full-Time, Non-Exempt

Reports to: Animal Care Manager

Schedule: Sunday – Thursday, 8:00 AM – 5:00 PM (40 Hours per week)

Starting Pay: \$16.40 - 18.40 per hour (Based on experience)

POSITION SUMMARY:

The primary function of an ACA is to adhere to the cleaning procedures and protocols for animal care, kennel maintenance, sanitation, parasite and disease control, provide socialization and enrichment for the animals, and other animal care practices within the policies and guidelines of Blue Ridge Humane Society.

DUTIES & RESPONSIBILITIES

Including but not limited to:

- Responsible for maintaining the animal housing areas and the adoption center as a whole in a clean and sanitary condition. This includes thorough morning cleaning and disinfecting, and ongoing cleaning and maintenance throughout the day.
- Responsible for close observation of the animals housed in the Adoption Center throughout the day. This including daily documentation of how each animal is doing and promptly alerting a supervisor when an animal shows signs of stress, injury, or illness.
- Ensures all animals are receiving adequate daily physical and mental enrichment, including walks, appropriate toys, enrichment activities, and more.
- Responsible for ensuring that appropriate housing is ready for all new animals brought into the adoption center. This includes ensuring each housing area is functioning correctly and has been properly sanitized with clean bedding, clean water, and appropriate toys.
- Responsible for providing welcoming customer service to visitors in the dog kennel areas and catteries who may be looking to adopt an animal. Successful adoptions are the main goal at our adoption center and we can increase the likelihood of a successful adoption by taking the time to work with potential adopters to help them find a good match, providing excellent customer service, and giving accurate information about each animal.

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- Works cooperatively with volunteers and fellow staff members, in partnership, to provide the best possible care to the animals in our adoption center. Work respectfully with volunteers to train them to fulfill their volunteer duties with confidence and accuracy. Report all concerns or issues with volunteers immediately to supervisor.
- Participates in adoption and community outreach events when assigned.
- Represents Blue Ridge Humane Society at industry meeting or community initiatives when assigned in a professional manner at all times: in both appearance and demeanor
- Performs other duties as assigned

Work is evaluated by periodic checks for overall effectiveness and results achieved. Written evaluations are done at the end of the initial probationary and bi-annually thereafter. Operational guidelines are set forth by the Executive Director and presented in the Employee Handbook as well as in department Standard Operating Procedures.

QUALIFICATIONS, WORK ENVIRONMENT, & PHYSICAL DEMANDS:

To perform this job successfully, an individual must be able to perform each essential duty in a satisfactory manner. The requirements listed below are representative of the knowledge, skill, and/or ability required. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High School diploma preferred
- Must be knowledgeable about proper handling and restraint of animals
- Must demonstrate a high level of attendance and punctuality as a condition of continued employment
- Excellent verbal and written communication, and problem-solving skills.
- Good judgment when dealing with the public, decision making, and dealing with confidential information. Ability to effectively handle difficult interpersonal situations, including tactfully handling of angry and upset individuals when necessary.
- Ability to work with a diverse population and establish and maintain effective and harmonious working relationships with the public, donors, volunteers, staff and management in a respectful and courteous manner
- Must be comfortable working with animals of varying temperaments in noisy conditions.
- Must be willing to work outdoors in varying temperatures and weather conditions.
- This position requires that the individual be able to stand, stoop, walk, crawl, kneel, crouch, and sit for periods of time. The ability to lift a minimum of 50lbs. and maneuver large, cumbersome objects. This individual may be working with potential biohazards related to animal exposure (airborne allergens, contact reactions) and may be exposed to animal diseases and/or diseased animals. Must be able to work safely with a variety of cleaning materials.
- This is an essential position supporting animal care requiring possible scheduled attendance on holidays and during emergencies, such as inclement weather.
- Must love animals AND people!

Must be willing to give permission for a background check and a DMV report. Must possess a valid unrestricted driver's license with a driving record acceptable by Blue Ridge Humane Society's insurance carrier. May be asked to submit to drug testing during employment.

Blue Ridge Humane Society provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Blue Ridge Humane Society complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

On this date, I have received the above BRHS job position description. I have reviewed it and understand my responsibilities.

Employee Printed Name

Employee Signature

Date