



Job Description

Job Title: Shelter Associate
Classification: Full or part time, hourly, non-exempt
Department: Shelter
Job Relationships: Reports to Adoption Supervisor and Intake Coordinator, works closely with Animal Care Department
Job Summary: Responsible for providing client service and adoption and intake of shelter animals

Client Services Duties

- Provides quality service to customers, volunteers, and staff recognizing their individual contributions to the success of our organization
- Provides prompt in-person and telephone customer service
- Actively solicits donations from clients, assists with accepting in-kind donations
- Generates revenue in retail sales through suggestive selling prior to completing transactions
- Actively promotes and markets APL animals and matches them to appropriate families
- Educates clients on responsible animal guardianship and animal care
- Conducts adoptions, provides adoption counseling/animal selection assistance, enters computer data, completes necessary paperwork and performs follow-up services
- Conducts the intake of stray and owner relinquished animals following safety protocol, enters computer data and completes necessary paperwork
- Assists clients seeking lost or adoptable animals
- Actively promotes the APL programs and events to clients, volunteers, and staff
- Participates on committees and special projects as assigned
- Keeps service desk areas orderly, stocked and cleaned following disinfections protocol
- Represents the APL in a professional and courteous manner at all times to clients, volunteers, and staff
- Assists in the training of new staff/volunteers as assigned
- Other duties as assigned

Care of Shelter Animals

- Performs daily cleaning of public areas
- Stocks areas and spot-cleans kennels and public areas throughout the day
- Performs physical examinations, vaccinations and administration of other medications and tests to shelter animals per protocol
- Follows all safety guidelines to ensure a safe work environment. Takes immediate action to address any safety concern or noncompliance of safety rules that could put an employee, volunteer, client, animal, or the organization at risk
- Keeps Supervisors and Animal Care Department informed of animal behavior, health or concerns
- Maintains accurate kennel and computer records
- Performs euthanasia as assigned
- Performs Closing Supervisor duties as assigned

Qualifications

- High school diploma or equivalent preferred
- Able to read and understand instructions

- Able to work with animals, disinfectants & cleaning supplies
- Able to perform physical work: scrubbing, mopping, bending, lifting, walking and standing for up to 10 hours a day, lifting up to 50 pounds with assistance

Knowledge/Skills/Abilities

- Ability to work in a fast-paced environment with a variety of people
- Ability to use a computer, working in a Windows environment
- Knowledge of animal breeds, behavior, and handling
- Knowledge of animal health, able to identify illness helpful
- Ability to safely handle animals, including those with health and behavioral challenges
- Excellent communication skills and ability to follow instructions
- Detail oriented and able to prioritize and perform duties efficiently and effectively
- Euthanasia certified or the ability to become euthanasia certified within 6 months of employment; willing to perform euthanasia
- Committed to maintaining the Cleveland Animal Protective League's high standard of animal care and mission to foster compassion and end animal suffering

Working Conditions

Work is performed constantly in an animal shelter that operates seven days per week with exposure to animals, including some with questionable health and temperament concerns, high noise levels, zoonotic diseases, and cleaning agents. The person in this position needs to regularly move about the shelter to provide care to our shelter animals. Regularly operates a computer and other office equipment (i.e. calculator, copier, and printer). Constantly positions self to handle animals of all sizes in a variety of areas and positions (low cages, high cages, on tables, on the floor, in vehicles, etc.). Regularly positions self to perform shelter and animal cleaning functions. Constantly communicates with staff members and volunteers who have inquiries about their job responsibilities and animal needs and must be able to exchange accurate information in these situations. Must be able to detect and recognize animal behavior that is potentially dangerous. Occasionally moves animals weighing up to 50 pounds (i.e. through the shelter on leash or using other safe restraint and animal handling equipment, into and out of cages in the shelter, into and out of shelter vehicles, onto and off of exam tables). Must be able to modify work schedule to meet APL operational needs.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship. The APL requires pre-employment criminal background checks and drug testing.

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