



JOB DESCRIPTION

- JOB TITLE -** Animal Care Specialist (*exempt*)
- JOB RELATIONSHIPS -** Reports to Behavior and Shelter Intake Manager
- JOB SUMMARY -** The Animal Care Specialist, is responsible for assisting and overseeing the shelters feline and canine daily husbandry needs. Maintaining enrichment and medical care and treatment of all resident animals. Establishing sanitary and hygienic standards.

Administrative Tasks

- Answer phones, emails, faxes, and return voicemails in a timely manner.
- Provide accurate information to adopters and answer their questions appropriately.
- Accurately enter and save data to the appropriate places in a timely fashion.
- Assist with Reporting and Data retention
- Have a broad understanding of all policies and procedures for general animal care, animal intake, adoption standards, euthanasia as well as the necessary protocols from City of Fort Wayne Animal Care and Control.
- Direct clients to the specific program managers as necessary.

Client Education

- Must understand, or be able to learn, shelter behavioral and medical needs.
- Must be comfortable communicating with the public daily in a professional manner.
- Must be committed to the pet retention, spay/neuter, and wellness mission of Humane Fort Wayne and be able to communicate this mission to the public in a professional and friendly manner.

Specific Duties

- Working alongside other managers to foster and portray a team approach
- Determine health status and needs of all resident animals, communicate with shelter medical manager.
- Maintain patient records including accurately recording treatments and results in Pet Point
- Organize and coordinate incoming animals, including identification and treatment with managers.
- Observe behaviors of animals and propose appropriate intervention to intake or medial manager.
- Maintain appropriate cleaning protocols for products for all animal areas.
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- Assist maintaining appropriate inventory of needed animal products and food.
- Assist with enrichment schedules.
- Assist volunteer needs.
- Determining quickly when dogs are not improving and working with Behavior and Shelter Intake Manager
- Support adopters with dog-on-dog interactions and go homes
- Learning Pet Point Shelter Software.
- Perform Kennel walk-throughs upon request.



- Recognize the needs of shelter pets and adopters for best outcomes.

Animal Handling

- Animal handling will be expected of this position; basic skills are needed to perform certain tasks.
- Must be able to learn characteristics of animal behavior and properly apply those to handling skills (for example: be able to identify aggressive or fearful behavior);
- Should be able to identify own animal handling limitations and ask for help.

Job Qualifications

- Minimum High School education.
- Must maintain a valid Driver's License.
- Previous animal handling experience is preferred.
- Must be proficient in Microsoft Office Software and can learn new computer software.
- Ability to follow instructions as well as explain instructions and guidelines to others effectively.

Physical Requirements

- Must be able to work standing or sitting for 8 or more hours.
- Must possess an acceptable degree of dexterity in hands and fingers.
- Must have good vision including peripheral vision, fine detail, distance, depth perception and ability to focus.
- Must be able to use arms above the head, bend at the waist, crawl, and climb.
- Must be able to lift over 50#.

Emotional/Mental Requirements

- Must be able to work under stressful conditions efficiently and effectively.
- Must possess the ability to process information rapidly and accurately.
- Must possess the ability to recognize their own need for assistance and ask for help;
- Must possess the ability to make appropriate decisions quickly and efficiently.
- Must possess the ability to cope with frustrating situations and remain calm.
- Must possess emotional and mental flexibility and be accepting of change.
- Must be able to cope with death either due to surgical/medical/behavioral complications or euthanasia.

Working Conditions

- May require employee to be exposed to unpleasant and noxious fumes and odors.
- Prolonged exposure to various aqueous solutions including but not limited to dish soap, hand soap, and hand sanitizer.
- Prolonged exposure to quaternary ammonium cleaners, cleaning chemicals such as bleach, Windex, and other aerosols, or disinfectants.
- Exposure to common allergy triggers such as hair, fur, dust, and animals.