



JOB DESCRIPTION

JOB TITLE -	Animal Care Specialist (<i>non-exempt/hourly</i>)
JOB RELATIONSHIPS -	Reports to Animal Care Manager
JOB SUMMARY -	The Animal Care Specialist, is responsible for the day to day care of the shelters feline and canine population. Maintaining enrichment, socialization, medical care and documentation of all resident animals. Establishing sanitary and hygienic standards. Responsibilities will vary based on the current needs of the shelter.

ESSENTIAL DUTIES & FUNCTIONS

Animal Care & Welfare

- Create a welcoming, fun and inviting experience for all patrons of Humane Fort Wayne
- Conduct regular rounds to monitor animal health and behavior, promptly reporting concerns such as illness, injury, or unusual activity to the Shelter Medical Team.
- Document all observations, behavior notes, and updates in Shelterluv, including daily observations and medical or behavioral changes.
- Assist the Medical Care Team with animal restraint and medication administration during intakes, exams, and other procedures.
- Support intake processes by evaluating sociability and collaborating with the Intake and Medical teams; ensure accurate information and identification are entered in Shelterluv.
- Ensure kennels are clean, organized, and free of feces and destroyed enrichment items throughout the day.

Behavior- Socialization Support

- Complete behavior evaluations on new arrivals and log all results in Shelterluv.
- Follow behavior plans as directed by management or behavior leads, providing targeted behavioral support and enrichment.
- Assist in dog-to-dog interactions for socialization, playgroups, and adoption meetings; update profiles accordingly.
- Provide behavior support to adopters via phone consultations and connect them with approved trainers or intake staff for returns when necessary.

Feeding and Nutrition



- Maintain accurate and updated food board with information such as location, weight, age, food type, and special dietary needs.
- Ensure dietary requirements are followed, including prescription diets, enrichment meals, and fasting instructions prior to surgery.
- Prep dry food and add wet food as needed before distribution.
- Oversee volunteers involved in feeding and escalate any concerns to the Volunteer Manager.

Adoptions & Customer Service

- Assist the Adoption Team with meet-and-greets, dog-to-dog introductions, and adoption go-homes.
- Provide a welcoming and positive experience to all patrons of Humane Fort Wayne, ensuring potential adopters are informed of each animal's behavior and care needs.

Facility Maintenance & Housekeeping

- Maintain a clean and sanitary environment in all shelter areas, including kennels, public spaces, and outdoor grounds.
- Clean and disinfect kennels, cages, runs, and equipment as needed; wash and sanitize food/water bowls, mop buckets, and common-use items.
- Monitor and maintain inventory of cleaning and animal care supplies; perform minor repairs on equipment and report major issues to the Animal Care Manager.
- Empty trash and recycling bins in all animal areas regularly, including large outdoor receptacles.

Collaboration and Communication

- Work cooperatively with staff from all departments including clinic OR, shelter medical, intake, behavior, and adoptions.
- Use Shelterluv to track, document, and communicate all relevant information including tasks, medical memos, behavior updates, and intake evaluations.
- Support volunteers and their needs while ensuring they follow shelter procedures and guidelines.

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);
- Safely and confidently handle animals, applying knowledge of animal behavior to ensure the safety of both staff and animals.



- Transport animals for surgery, media events, or behavior evaluations as assigned.
- Should be able to identify their own animal handling limitations and ask for help.

ADMINISTRATIVE TASKS

- Animal Management Software
- Complete Fear Free, and shelter behavior assigned training
- Provide accurate information to adopters and answer their questions appropriately.
- Accurately enter and save data to the appropriate places in a timely fashion.
- 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.

WORKING CONDITIONS

- May require employees 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.

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.



QUALIFICATIONS

- Minimum High School education.
- Must maintain a valid Driver's License.
- Previous experience supervising/training/leading a team. Shelter experience preferred.
- 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.