



JOB DESCRIPTION

JOB TITLE Kennel Attendant (*non-exempt/hourly*)

JOB RELATIONSHIPS Reports to Animal Care Manager

JOB SUMMARY The Kennel Attendant is responsible for assisting and overseeing shelter sanitary and hygienic standards. Providing constant cleanliness of cages, runs, all shelter areas and the proper feeding and care of all shelter animals.

ESSENTIAL DUTIES & FUNCTIONS

Animal Care & Welfare

- Create a welcoming, fun and inviting experience for all patrons of Humane Fort Wayne
- Provide daily care for all shelter animals, including feeding, enrichment and exercise.
- Monitor animal health and behavior, reporting observations such as illness, injury, or abnormal behavior to the Shelter Medical Team.
- Record daily observations and updates in Shelterluv, ensuring accurate documentation of animal behavior and medical status.
- Ensure animals are clean, well-groomed, and housed in sanitary and comfortable conditions; provide baths as needed.
- Prepare and distribute appropriate enrichment and meals, ensuring dietary needs and feeding instructions are followed, including prescription and specialty diets.
- Ensure accurate and up-to-date information is maintained on kennel cards, visual kennel boards, walking boards, and in Shelterluv.

Kennel & Facility Cleaning

- Clean and disinfect canine and feline kennels during morning cleaning and maintain cleanliness throughout the day.
- Disinfect and reset meet-and-greet rooms between uses.
- Clean and sanitize carriers, crates, food and water bowls, enrichment items, and other animal care equipment.
- Wash, dry, fold, and organize laundry; ensure all areas are stocked with clean linens.
- Empty trash, recycling, and mop buckets as needed throughout the day and at closing.
- Ensure mop buckets and mop heads are sanitized and changed daily.
- Maintain clean and organized animal care areas, including public spaces, and keep indoor and outdoor grounds free from waste and debris



Feeding & Nutrition

- Maintain and update the food board with accurate information regarding animal diet, age, weight, location, and special feeding instructions.
- Prepare and distribute meals, including pre-portioning dry food and combining wet food as needed.
- Ensure volunteers follow proper feeding protocols and communicate any discrepancies to the Volunteer Manager.

Customer Service & Volunteer Support

- Provide a welcoming and positive experience for all shelter visitors and potential adopters.
- Support and communicate effectively with volunteers, assisting with tasks and ensuring volunteer protocols are followed.

Department Support

- Assist with transporting animals to and from playgroups, dog to dog interactions and exercise areas.
- Prepare kennels for incoming animals and maintain readiness for scheduled intakes
- Follow all shelter standard operating procedures and safety guidelines
- Keep equipment and supplies organized and report inventory needs to the Animal Care Manager

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 their own animal handling limitations and ask for help.

ADMINISTRATIVE TASKS

- Animal Management Software
- 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.