

Yellowstone Valley Animal Shelter

Department:	Job Description
Job Description Title: Canine/Feline Kennel Attendant & Customer Service	FLSA Status: Non Exempt
Accountable To (Title): Managers of Departments as Indicated on YVAS Organization Chart	Position Status: Full Time Regular 34 to 40 hours per week
Prepared By: Chris Anderson, E.D.	Revision Date: 8/13/17

Job Summary:

Be responsible for the following listing of responsibilities, to complete in an effective and responsible manner.

Essential Duties and Responsibilities:

Primary Responsibilities:

Canine Support Level I:

- Kennels:** Perform canine kennel and cage cleaning duties when scheduled; clean, disinfect and maintain; sweep and mop floors per procedure manual for canine kennel rooms; participate in periodic major cleaning of facility.
- Animals:** Observe animals for illness or disease and report concerns to Canine Lead or Animal Health Coordinator; provide exercise and basic training while in shelter and bath/groom when necessary. Feed and water animals when scheduled.
- General Shelter Duties:** Laundry, empty donation bin, washes dishes, cleaning wild boxes and all other cleaning duties as requested.
- Afternoon turnout:** Turnout dogs for afternoon turnout according to the information board in the chemical room.

Additional hours may be requested to support duties of shelter as needed. May be asked to support feline kennel staff.

Canine Support Level II: Includes Canine Support Level I

- Health care:** Administer vaccinations per YVAS protocol; provide medical treatment as indicated by Canine Lead or Animal Health Coordinator .
- Animals:** Receive stray dogs from public and Billings Animal Control and kennel in appropriate dog intake room and have receiving paperwork completed. Receive dogs from owners who wish to release to YVAS and have receiving paperwork completed. Receive dogs for euthanasia requests. When closing shelter, water dogs, ensure their safety. Under direction of Canine Coordinator or Stray Canine Lead move dogs within shelter to new kennel location.
- Office:** Show stray dogs, answer questions based on level of knowledge, direct to other staff as needed; and any other needs that public may have within the scope staff training and of the animal shelter. Maintain office area to be organized and clean. Vacuum, sweep, and mop front area of facility. Accuracy is absolute in all areas of office work. At end of day closing follow closing procedures.
- Telephones:** Retrieve messages and answer phones directing to appropriate department/staff person.

Canine Support Level III: Includes Canine Support Level I, Level II

- Office:** Computer skills necessary to input and maintain database and understand basic Internet technologies. Proficient with Chameleon Shelter Software and accurately input Intake and Claim Outs of animal database.
- City Licenses:** Sell and input into Chameleon city license information. Input into Chameleon city licenses from veterinarians.
- Animals:** Claim stray animals to owners and enter into Chameleon Shelter Software. Identify owners through requesting proof of ownership.
- Cashier:** May be trained as cashier.

Canine Adoption Advisor: Includes Canine Support Level I, Level II, and Level III

Screen potential adopter for appropriate matching of dog using. Request completion of application and evaluate based on lifestyle, needs of dog, family and other animals at home. Follow procedures and protocols for family meets, animal meets, and land owner/landlord approval. Refuse or approve adoptions or refer to Canine Coordinator for approval or refusal.

All other duties as assigned.

May be asked to support feline staff in all areas as comparable to above Canine Duties.

Minimum Qualifications (Experience/Education/Licensure/Certification/Special Training):

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

High school diploma or equivalent (GED); prefer one to two years' of relevant experience and/or training, which may include training involving both on-the-job experience and informal training with experienced workers.

Essential Knowledge, Skills and Abilities (KSA's): To perform the job successfully, an individual should demonstrate the following competencies:

- Proficiency in the use of basic computer software and specific shelter software
- Basic knowledge of canine behavior and body language
- Basic knowledge of canine care & handling
- Sensitivity and compassion for canine population
- Critical Thinking — using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Time Management — managing one's own time and the time of others.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Oral Comprehension — the ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand
- Organizing, Planning, and Prioritizing Work — Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Initiative — Job requires a willingness to take on responsibilities and challenges.
- Adaptability/Flexibility — Job requires being open to change (positive or negative) and to considerable variety in the workplace.
- Self Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- Must be able to work as a team member or independently as needed.
- Customer Service Skills – Treat all customers and staff in a polite and respectable manner. Step away and hand off a customer or employee issue to appropriate person when unable to proceed in a polite and respectable manner.

Physical Demands & Working Conditions:

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.

- The employee must frequently lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include Close vision and Distance vision.
- While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is continuously required to stand and walk. The employee is frequently required to reach with hands and arms and stoop, kneel, crouch, or crawl.
- Frequent exposure to fumes or airborne particles; and toxic or caustic chemicals.
- Daily exposure to possible scratches, bites, or injury by felines.
- Rare exposure to feline zoonotic diseases.
- Occasional interaction with irate or angry customers.