

Tri-Lakes Humane Society

2/21 Draft Job description for Kennel Attendant

Vision: TLHS's work is informed by its commitment to provide the animals it serves with the five freedoms central to today's standards for shelter medicine practices:

1. Freedom from Hunger and Thirst
2. Freedom from Discomfort
3. Freedom from Pain, Injury, or Disease
4. Freedom to express normal Behavior
5. Freedom from Fear and Distress

With this context, staff endeavor to work in an effective and efficient manner to provide outstanding care for the animals, matching them up with suitable and loving "forever homes" as quickly as possible.

The TLHS recognizes happiness and growth opportunities are critical to job satisfaction. The TLHS aims to provide a pleasurable work environment rich in practical learning and teamwork.

Overview: Kennel Attendant's primary responsibility is ensuring the animals are clean, fed/watered and are socialized that are housed at the TLHS.

Reporting: Reports to the Shelter Manager with input from the Shelter Director

Responsibilities:

- Clean and disinfect all animal cages every day, multiple times as needed
- Feed and Water all cats, dogs and any other animals housed at the shelter
- Administer medications/treatments as needed and record them in health records
- Monitor animal's health issues/abnormalities and report timely to Shelter Manager
- Interact with, play, and socialize animals to assist with increasing adoptability
- Wash, dry and put away all laundry
- Walk dogs as required and set up by Shelter Manager
- Cleaning all aspects of the shelter including but not limited to dishes, floors, garbage, bathrooms, break room and office, all equipment including phone, washer and dryer etc.
- Keep all food bins filled with proper foods
- Clean drains and change filters as determined by Shelter Manager
- Clean and put away crates
- Clean and organize all supplies and areas in basement
- Clean and disinfect animal areas outside, including pens
- Assist Shelter Manager on as needed basis with vaccines, bathing, grooming, treatments etc.
- Update paperwork as needed including intake, adoption, photographs of animals, bulleting board, adoptable animal binder
- Assist with processing applications-vet references and landlord checks
- Assist with prepping for and participating in shelter events including yard sale, haunted trail, book sales, etc.
- Refer to Manager's list of duties for more specifics

- Customer Service

- Answer and return phone calls daily
- Handle incoming cash and receipts on daily basis
- Reply promptly to all inquiries, concerns and complaints
- Ensure all visitors are greeted upon arrival and treated respectfully
- Ensuring the public receives accurate information regarding the animals
- Assist as available and directed in writing thank you to donors
- Assist volunteers as needed

- Communications

- Report all complaints, concerns, abnormalities etc. regarding the animals to the Shelter Manager and/or Director as soon as possible.

Qualifications

- High school or GED equivalent
- Ability to work in an emotionally taxing field- a positive attitude and sense of humor are essential
- Working knowledge with computers
- Valid NYS driver's license