



Shelter Services Specialist

Department: Shelter Services

Reports to: Shelter Services Manager

Direct Reports: 0

Status: Full-time, non-exempt

Schedule: 40 hours, variable

Compensation: \$14.50/hour

Mission and Values: Foothills Animal Shelter's mission is: Providing support to our surrounding community through education, services that strengthen the human-pet bond, and humane care for the animals we serve.

All employees and volunteers are expected to embody the Shelter's Values which are to have honesty and integrity in all that we do, with the following values as our guide:

- **Stewardship:** Assume responsibility and ownership for our actions within our shelter and our community.
- **Positive Culture:** Create a safe, supportive environment for the health, wellbeing, and development of staff and volunteers.
- **Openness:** Nurture an innovative, inclusive, and creative environment that cultivates conversations and relationships that actively work towards the future.
- **Team Oriented:** Build relationship, embrace teamwork, and foster collaboration in pursuit of our Mission.

Position Summary: The Shelter Services Specialist is responsible for providing excellent customer service to the Jefferson County community and its animal control officers. In a friendly, efficient, and professional manner, this position is responsible for ensuring that animals are adopted to homes appropriately and with thorough care. Additional responsibilities include facilitating surrenders and returning animals to owners, performing intake duties, cleaning kennels, feeding animals and general animal care, and supporting foster care and veterinary services for pick-ups and drop-offs, when needed. The Shelter Services Specialist is also responsible for data entry into the ShelterBuddy animal management software program and securing financial transactions and handling money per established policies and procedures. This is one of the most visible roles at the Shelter. Competency, compassion, and professionalism is essential.

Primary Responsibilities:

- Greet, interact with, and provide information to Shelter's patrons.
- Become familiar with animals available for adoption and be prepared to discuss the animal's personality and/or special needs with potential adopters.
- Meet with potential adopters to assist in the process of adopting an animal.
- Review and complete adoption paperwork.
- Perform data entry to update animal records.
- Assist with intake of animals and veterinarian services tasks.
- Perform or assist with maintenance of equipment.
- Contribute to and lead initiatives to improve processes and procedures.

- Ensure a neat and clean appearance for all front office areas by cleaning, disinfecting, and prepping all public areas. This includes the reception area, visiting rooms, and bathrooms assuring that these areas are neat and stocked with supplies throughout the day.
- Provide the highest level of customer service by greeting the public, answering questions in a courteous and friendly manner and by providing accurate guidance, clear directions, and other help as needed.
- Administer euthanasia or hold for euthanasia administration once trained.
- Resolve customer complaints and concerns respectfully and professionally, adhering to Shelter policies. Call for management assistance whenever needed or at the customer's request.
- Accept donations of goods or cash in a friendly and professional manner, following Shelter policies and procedures. Provide a written receipt and acquiring the name and address of the donor if possible, and acknowledging donations with warmth and gratitude. Donated goods should be moved to an out of the way location as soon as possible.
- Train volunteers on the correct procedures for the duties they are assigned.
- Direct volunteers, vendors, business appointments, and others to the appropriate person to assist them as needed in a prompt and friendly fashion.
- Provide phone service to callers by retrieving messages and returning calls, answering phones in a courteous friendly manner. Whenever possible, retrieve telephone messages throughout the day and always within 24 hours, forwarding calls and messages to the appropriate staff members.
- Clean, disinfect and maintain each animal cage and kennel daily following Shelter procedures and PACFA standards.
- Provide each animal with correct quantities of food, water, blanket, and toy if appropriate.
- Observe animals to ensure proper feeding and report any signs of illness or behavioral problems to the manager on duty.
- Notify Kennel Manager, Facility Superintendent, and/or Lead Kennel Care Technician when last bag of food is opened and other supplies are low in advance so that more may be ordered.
- Work as a team to provide an optimal environment for animal care.
- Work well with volunteers to provide both guidance and support of the volunteers' care of animals.
- May be asked to assist with administering medications to animals.
- Through training provided by the Shelter, acquire a working knowledge of animal breeds.
- Treat all animals, including those brought in by customers in a positive and caring way, modeling appropriate animal handling techniques for the public.
- Carry out procedures for surrenders, and return to owners, and all other services in accordance to established procedures, and in a manner to assure customer satisfaction.
- Monitor dogs in kennels for adequate water and other needs throughout the day.
- Become familiar with all MSDS safety procedures and follow them.
- Immediately report potential abuse and neglect issues to a Director.
- Immediately report to supervisor any condition that may be unsafe, unhealthy, or unclean.
- Immediately report to supervisor any damaged or unsafe equipment, or equipment that appears in need of repair.
- Regularly clean and organize dog and cat Porta Pet Taxi Kennels.
- Complete end of day accounting processes as directed by Shelter Services Manager and deposit day's receipts in safe.
- Secure funds received throughout the day in the cash drawer as directed, including financial donations and fees, in their designated containers.
- Monitor donation boxes on front counter and notify the development department when they need to be emptied.

Knowledge, Skills, and Abilities:

- Serve as a positive role model to new Shelter staff.
- Maintain a positive attitude toward your work and the Shelter.
- Maintain an attitude of courtesy always when dealing with Shelter customers, clients, volunteers, animal control officers and other members of the public.
- Establish excellent working relationships with all colleagues and volunteers, and assist as needed in developing their skills, abilities and understanding of Shelter policies.
- Be proactive in solving problems and supportive of management decisions.
- Strong interpersonal and written communication skills.
- Demonstrated organizational skills.
- Ability to utilize effective problem solving/decision making skills.
- Ability to effectively problem solve and make decisions.
- Ability to be compassionate, while also having uncomfortable conversations or having to make difficult decisions.

Working Conditions:

- Must maintain flexibility in work schedule to respond to emergencies or work as needed. May be called into work on days off.
- Ability to work 8 to 10 hour shifts.
- Availability to work Saturdays and Sundays
- Noise, odors, chemical fumes, animal hair and dander are encountered due to equipment and animals.
- Subject to animal bites and scratches.
- Must be able to manage the emotional aspect of end of life services and humane euthanasia, and support employees in high-emotion circumstances.
- Lifting of up to 50 lbs. with reasonable accommodations.
- Frequent standing on concrete floors, bending, and stooping.

Equipment Used:

- Computer using Internet based animal management software.
- Vehicle.
- Maintenance equipment and tools.
- Cleaning equipment, hoses, laundry machines.
- Animal handling equipment.

Education and Experience:

- High School diploma or equivalent required.
- Experience in animal welfare or other professional animal care field preferred.
- Fear Free Shelter certified or become Fear Free Shelter certified within 60 days of employment.
- Proficiency in Microsoft Office programs.
- Training or willing to be trained in euthanasia administration.

About: As an open admission shelter, our doors are always open to pets in Jefferson County and we are committed to serving our community as a socially-conscious shelter. We care for more than 8,000 orphaned cats, kittens, dogs, puppies and critters every year with a compassionate team of 50 staff and 500 volunteers. We are a community resource and offer a variety of services including pet adoption, Jefferson County pet licensing, affordable spaying and neutering, vaccinations, microchipping and lost and found pets. The Shelter is established under an intergovernmental agreement between Jefferson County, the City of Arvada, the City of Lakewood, the City of Wheat Ridge, the City of Golden, the City of Westminster and the City of Edgewater.

Benefits: Foothills Animal Shelter offers a competitive total compensation package. Employees become eligible for medical, dental, vision, retirement plan (employee funded), life insurance, long term disability, and an array of supplemental benefits at 60 days of employment. Foothills offers coverage of the premiums for medical plans, dental, vision, life insurance (\$10,000) and long-term disability. Employees earn sick and vacation time each pay period, plus several recognized holidays. After one year of employment, employees are eligible for a 401K retirement plan that we will match up to 3%. Employees also have access to an array of discounted programs including pet food, cell phones, travel, pet insurance, clothing, entertainment tickets, etc.

To apply:

Email a cover letter and resume to ecummins@fas4pets.org. Applicants will be interviewed on a rolling basis and the position may be filled prior to the deadline. Interested applicants are strongly encouraged to apply immediately.