

Job Description – Lead Shelter Assistant

Job Definition

- The Lead Shelter Assistant position.
- Will vary between 30-45 hours per week
- Need to be available weekends and days of events
- The Lead Shelter Assistant is responsible and accountable for all of the shelter assistant duties, as well as supervisory duties in the absence of the Shelter Manager or Assistant Shelter Manager.
- **Lead Responsibilities**
 - Animal Care
 - Animal Control
 - Cleaning & Maintenance: Letting Manager know what needs to be fixed or what broke/ Supplies
 - Customer Service- Greeting and Welcoming customers
 - Daily Cash Handling
 - General Shelter Operations: Stray animals, grooming apt, boarding issues, Etc.
 - Makes intelligent decisions about maintaining day to day operations under shelter guidelines.
 - Making sure all phone calls are returned.
 - Supervision of shelter assistant on weekends or when the Manager/Assistant Manager are not available
 - Organizing the daily tasks and make sure shelter assistant have completed daily tasks
 - Performs all shelter activities and sees that they are carried out properly and on schedule, Example: Chip and Clips
 - Processing Applications
 - Making sure to work as a team
 - Works with the Shelter Manager and Assistant Manager to train and supervise other employees.
 - Follows up on adoptions to ensure that animals have been placed in a good environment.
 - Maintains all records in accordance with operational procedures, including animals received and placed, animal health records, and euthanasia records.
 - Is familiar with computers and software including Microsoft Word, Excel and Outlook.

Shelter Assistant Responsibilities as well as the Lead responsibilities

- Animal Care
 - Feeds, exercises, and cares for all animals
 - Follows appropriate animal care and handling, maintaining the highest standards of sanitation and care of animals entrusted to the shelter.
 - Bathes and grooms shelter animals when necessary.
 - Has a working knowledge of various breeds of animals, how to handle animals properly and recognize common diseases.
- Animal Control
 - Is familiar with current animal control policies and ordinances.
 - Goes out on animal control investigations when necessary.
 - Has a working knowledge of state animal welfare laws and local animal ordinances.
- Cleaning & Maintenance
 - Works collaboratively with all shelter personnel to achieve a clean and sanitary environment.
 - Cleans all indoor and outdoor kennels.
 - Scoops poop from the yard.
 - General shelter cleaning including sweeping, mopping floors, washing windows, dusting, etc.
 - Performs light yard work including shoveling the patio/sidewalk during the winter.
 - Maintains cleanliness, organization, and order in all areas of the shelter.

- Customer Service
 - Is familiar with Humane Society services and is able to advise and make suggestions to customers when appropriate.
 - Answers the telephone, gives public information, and makes referrals to other agencies where appropriate.
 - Receives, greets, and assists visitors.
 - Assists with animal adoptions, **Surrenders still need to go through the Manager or Assistant Manager.**
 - Operates the cash register to complete customer transactions.
 - Serve as a role model and trainer for staff on excellent customer service.
- Daily Cash Handling
 - Is careful and precise in all transactions, entering information correctly into the cash register, counting change accurately, and following shelter policies.
 - Follows all cash handling procedures according to the Accounting Manual.
- General Shelter Operations
 - Performs duties or tasks assigned by the shelter manager, Shelter Assistant Manager or to further the needs of the shelter.
 - Participates in meetings with other shelter personnel and share ideas and suggestions designed to improve working conditions and the organization.
 - Supervises other shelter employees in the absence of the Shelter Manager, Assistant Shelter Manager or Executive Director, including assigning tasks, training new employees, and assisting other employees.
- Job Requirements
 - Be over the age of 18, have a valid driver's license, and have graduated high school
 - Be able to lift over 50 lbs.
 - Have knowledge of and experience handling a variety of animals. Experience in a veterinary clinic or animal shelter.
 - Have a positive attitude, be self-motivated and have a willingness to learn.