



## JOB DESCRIPTION

### **Kennel Attendant**

*FLSA Status: Non-Exempt*

**SUMMARY:** The kennel attendant will be responsible to provide compassionate and attentive care of the animals at all times, maintain a clean healthy environment for the animals and the public, and assist with other duties as needed.

#### **PRINCIPAL DUTIES**

- Following all policies and procedures as well as working effectively, efficiently and in accordance with the organization's policies.
- Daily, thorough cleaning of all animals.
- Feeding and providing water for the animals, including providing special diets as needed.
- Spot cleaning of animal and public areas throughout the day
- Cleaning and upkeep both inside and outside of the facility including shoveling snow.
- Assessing the temperament of the animal under the guidance of management to find the best possible placement in the shelter.
- Monitoring the health of the animals in the shelter, and entering the shelter, on an ongoing basis by rapidly identifying any health problems or conditions (medical or behavioral) and immediately reporting them to management, nurses, or staff veterinarians.
- Assisting with the movement of the animals throughout the shelter
- Assist and partake in the training of new staff and volunteers
- Completing animal inventory for animals under your care.
- Providing transportation for animals as needed as well as the humane removal of bodies.
- Treating all animals humanely, properly, and with compassion at all times, regardless of the situation or circumstance.
- Humanely restraining animals for vaccinations, examinations, performance of medical treatments and euthanasia as needed.
- Stocking supplies as needed
- Maintaining a friendly demeanor and providing good and professional customer service while assisting the public.
- Working courteously and cooperatively with other staff members, volunteers, management, and rescue partners.

- Providing high quality customer service to people who visit or call the Shelter while maintaining a friendly demeanor and providing good customer service skills.
- Working effectively as part of a team on cross-functional programs, projects, and activities as well as courteously and cooperatively with other departments.
- Filling in for other areas and performing other tasks/functions as needed, including helping out at special events.
- Janitorial duties including laundry, dishes, washing windows, cleaning general shelter grounds, and sweeping/mopping public areas.
- Providing a healthy, safe, clean and pleasant environment and facilities for the animals and the public.
- Following organizational dress code and reporting to work in a professional personal appearance including the wearing of neat and clean uniforms.
- Attending and partaking in department meetings
- Assisting the shelter manager or lead kennel attendant with additional tasks as needed.

### **EDUCATIONAL REQUIREMENTS AND QUALIFICATIONS**

- High school diploma or equivalent required.

### **EXPERIENCE, ABILITIES AND QUALITIES REQUIRED**

- Prior experience preferred but not required
- Strong interpersonal skills. The ideal person for this job would be personable, outgoing, patient, professional, and able to get along well with a variety of people.
- Affection for animals, concern for their welfare, and a willingness to accommodate animals in the work place.
- Strong written and verbal skills, including the ability to communicate skillfully and effectively with a culturally diverse staff, volunteers, and community in a professional, pleasant, respectful, courteous, and tactful manner at all times.
- Maturity, good judgement and a professional personal appearance.
- Patient restraint: restraint of non-fractious and fractious or fearful animals when needed for vaccines/injections, cephalic blood draw, microchipping, etc.
- Strong problem solving skills
- Flexibility, ability to manage multiple tasks
- Ability and initiative to work with minimal supervision and direction
- Knowledge of animal behavior and common medical concerns
- Comfort and ability in working with animals of unknown disposition and those who may exhibit medical and other problems, as well as aggressive tendencies.
- Ability to communicate skillfully and effectively with a diverse clientele and staff.
- Ability to lift and move objects and animals weighing up to 50 pounds for short distances and to humanely restrain animals when necessary
- Must have a sincere interest in the work, programs, and mission of ACCT Philly.

### **IMMEDIATE SUPERVISOR** Shelter Services Manager

**HOURS FLSA STATUS: NON-EXEMPT POSITION** Full-time position requires a minimum of seven and a half (7.5) hours per day, thirty seven and a half (37.5) hours per week. Part-time position hours are dictated by the needs of the organization. Daily hours and days of the week (for both full and part-time positions) may vary according to the needs of the department schedule includes: days, nights, weekends, holidays, overnight, and on-call work.

**INTRODUCTORY ASSESSMENT PERIOD** The introductory assessment period runs from the date of hire for three months thereafter. For employment in any position with the Animal Care and Control Team of Philadelphia, this introductory assessment period is the period during which the specifics of the job are learned. During this period, either the employee or the Animal Care and Control Team of Philadelphia may end the employment relationship without notice or prejudice.

**EMPLOYMENT** There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of the Animal Care and Control Team of Philadelphia that even exempt positions are governed by the needs of the agency, which means that employment is for no specified term and either the Animal Care and Control Team of Philadelphia or the employee, may terminate that employment at any time. The Executive Director has final authority over these decisions and determinations.