



Longmont Humane Society

Job Description

Job Title: Animal Welfare Team Member

Department: Operations

Reports To: Animal Welfare Team Supervisor

FLSA Status: Non-Exempt

Approval Date: August 2017

Summary

Animal Welfare Team Members demonstrate high quality customer service while interacting with clients, actively promoting adoptions and facilitating animal intakes, daily shelter cleaning and providing hands-on care for all shelter animals.

Essential duties and responsibilities include the following:

- Is a representative of Longmont Humane Society, presenting a positive, friendly and welcoming environment to all visitors.
- Functions as a resource to the public for responsible pet care and shelter services.
- Facilitates and promotes adoptions; counsels interested parties about available animals and provides education about proper animal care.
- Facilitates client visits with animals and makes appropriate adoption matches.
- Reviews lost and found reports and contacts owners and/or appropriate shelters to aid in returning stray animals to their owners.
- Facilitates proper documentation for the intake of animals and enters accurate data in our online database.
- Performs care of variety of domestic animals including dogs, cats, birds, rabbits and other small mammals.
 - Such care includes daily kennel cleaning, feeding, vaccinating, exercising
- Maintains general building cleanliness.

Job Qualifications:

Education and Experience:

- High school diploma or general education degree (GED), plus at least 1 year of customer service experience.

Knowledge, Skills and Abilities:

- Demonstrated excellent verbal and written communication skills, including excellent interpersonal communication and phone speaking skills
- Proficiency with Microsoft Office, including knowledge of Microsoft Outlook and Word.
- Comfort level handling dogs, cats, small domesticated mammals and birds.
- Ability to meet deadlines; ability to set and accomplish work in order of priority; professionally maintain composure and effectiveness under pressure and changing conditions.
- Passion for the mission of our organization: caring, serving, and educating to improve the lives of companion animals.

Working Conditions:

- Office and animal shelter environment.
- Potential exposure to high noise levels and zoonotic diseases
- Lifting of up to 50 pounds.
- Use of computer and telephone.
- Use of cleaning chemicals and disinfectants.

