Animal Defense League – Pet Services Specialist Job Description

Position Summary:

The Pet Services Specialist is responsible for providing the daily enrichment, cleaning, and sanitizing of kennels along with associated equipment. This team also ensures food and water are provided to the animals as needed. Maintains inventory of animals, equipment and supplies, screens animals for disposition and completes animal profiles, reports any health or behavioral problems displayed by animals to supervisor immediately, and assists customers in finding their forever pet. Performs related duties and fulfills responsibilities as required. The ideal candidate will demonstrate excellent organization and management ability, as well as customer service skills that provide a high level of pleasant professional service to all clients, staff, and volunteers. Candidates will work independently and responsibly while observing all health and safety guidelines, and at all times contribute enthusiastically to the positive culture and mission of the ADL.

Job Requirements:

- Must be at least a high school graduate (or equivalent) and possess a valid driver’s license;
- Experience in animal welfare, shelter, or customer service preferred, but not required;
- Must be in good physical condition, energetic, and able to work 7 days/week, including some holidays and weekends;
- Must demonstrate a positive and cooperative attitude toward all personal and professional efforts both in and away from the workplace.

Knowledge, Skills and abilities:

Ability to learn procedures related to sanitizing kennels, equipment and general animal handling and to communicate clearly and effectively. Ability to learn safety protocols and procedures; learn and use shelter software; establish and maintain effective working relationships with the general public and staff; recognize and interpret animal signals in an efficient manner; work with frequent interruption and changes in priorities; and perform all physical requirements of the position.

Physical demands and working conditions:

Physical requirements include frequent lifting and carrying up to 50 pounds and greater than 50 pounds with assistance/visual acuity, speech and hearing; hand and eye coordination and manual dexterity. Subject to climbing, kneeling, lifting, sitting, standing, stooping, bending, and walking to perform the essential functions. Working conditions are inside and outside with frequent exposure to temperature variations, hazardous chemicals, noise, dirty environment, confining work space and unfavorable odors. This position requires working rotating schedules, weekends and extra hours.