



**Shelter Team Member 1 With Emphasis on Animal Care**

<b>Job Title:</b>	Shelter Team Member / Animal Care
<b>Department:</b>	Shelter- 01
<b>Job Classification:</b>	Full-time, hourly
<b>Pay Rate:</b>	\$15.00 per hour
<b>Job Relationships:</b>	<p>Reports to Shelter Manager or Director of Operations</p> <p>It is expected that the incumbent will be a resource to other staff, have a basic understanding of other areas of work. The position serves as the primary point of contact for all animal welfare and husbandry, to include daily feeding and cleaning, documentation of physical and behavioral attributes and changes, and provision of enrichment. This position also conducts customer care duties as needed.</p>

The Shelter Team Member is the primary point of contact for animal care, customer care, data input, email/phone communication, animal behavior, animal enrichment, Shelter intakes and outcomes, sanitation and many other initial entry tasks and duties. A Shelter Team Member with emphasis on animal care specifically provides humane care for Sheltered animals. This position is directly responsible for the feeding, cleaning, enrichment, observation, data input regarding onsite animals, and assisting the Volunteer Coordinator with volunteer training. Provides quality animal care and customer service in accordance with the Shelter’s mission, goals and philosophy. Personal development and continued education in the sheltering industry is highly recommended. Position progression is available through performance evaluation. All interviews for this position are based on the Shelter Team Member 1, but over time this position has the potential to become a Shelter Team Member 3.

**Major Duties and Responsibilities:**

**Shelter Team Member 1:**

- Handle animals in a humane manner according to established safety policies and procedures; Become Canine level green and yellow trained; become proficient in the animal intake exam process to include the ability to accurately identify gender, age, and body condition, administer vaccinations and oral medications, and document medical and behavioral notes; become Fear Free certified
- Maintains safe and sanitary areas for animals being received into the shelter; Clean and sanitize all animal enclosures, bedding, dishes, and enrichment items; Use of appropriate personal protective equipment (PPE) when required; Report concerns to appropriate department or leadership
- Complete basic animal husbandry on a daily and holiday basis

- Be kind and courteous to co-workers and volunteers at all times, providing assistance when needed and able
- Demonstrates knowledge, awareness, and utilization of the Shelter's digital management system for daily observations and behavioral data entry

**Shelter Team Member 2:**

- Become trained in higher levels of canine handling (red, pink, purple)
- Promote a professionalism and high standards of performance; Maintain a clean, orderly and professional facility at all times
- Demonstrates knowledge and awareness of organizational values and strategic priorities
- Able to perform meet and greets for potential adopters, introduce dogs to each other, and assist in the adoption counseling and finalization process
- Ability to manage playgroups
- Transfer information from animal control, or any law enforcement agency, into the correct forms; Run and complete after-hours intake report
- Produce, maintain, and update daily animal observations within the digital management system for every animal in Shelter custody's, provide detailed notes regarding observed animal behaviors during the course of routine care utilizing the ABC format; Become an advanced canine handler
- Demonstrates excellence in customer service to include professional and clear verbal and written communication, compassionate dialogue, and accurate representation of shelter programs, services, and policies
- Read and comply with all OSHA and SDS requirements

**Shelter Team Member 3:**

- Demonstrates high level of process and procedural understanding, compliance, and troubleshooting
- Demonstrates high level of decision-making abilities, emotional intelligence, teamwork, accountability, communication, and discretion.
- Demonstrates proactive willingness to invest in personal development, continued education, and skills advancement
- Becomes fully cross-trained in the duties and responsibilities of a Shelter Team Member with Animal and Customer Care specialties
- Regularly contributes to, and sometimes facilitates, staff trainings and Operational meetings
- Serves as the primary point of contact and skills trainer for new animal care staff members and volunteers
- Demonstrates strong interpersonal skills to include relationship building, mentoring, and inclusion
- Acts as the primary authority during a scheduled shift, to include trouble-shooting, conflict management, decision-making, and responsibility for communicating necessary information to the management team

- Responsible for executing the facility opening and closing walk-through checklists
- Solicits, Accepts, and thanks the public for donations. Correctly logs and stocks donations in a timely manner
- Able to provide a receipt for donations when requested
- Acts as a public representative of the organization, able to clearly communicate the shelter's programs, services, goals, and values

This is by no means an exhaustive list of responsibilities. Other responsibilities as assigned by management. The persons selected for this position must be able to fulfill the responsibilities of the position with or without reasonable accommodation.

**Position Specifications:**

**Required:** High school diploma or GED equivalent; Computer literate in a Microsoft Office and Google environment; Work a flexible schedule including weekends and holidays; General knowledge of animal welfare preferred. Will be asked to assist in other areas as needed.

**Desired:** Six months experience in animal welfare or related field; Ability to utilize effective problem solving/decision making skills; Ability to communicate (written & verbal) effectively; Excellent interpersonal skills; Desire to work with animals and people; Ability to work within a team and independently.

**Work Conditions:**

**Work Environment:** Normal shelter work is performed indoors and outdoors. Computer use up to two to three hours a day is possible; exposure to high noise levels, zoonotic diseases, and animal bites/scratches when handling animals. Potential exposure to dangerous/fractious animals. Exposure to cleaning agents; exposure to all weather conditions.

**Physical Activities:** Occasional lifting and carrying of up to 50 pounds without assistance and more with assistance. Some computer usage. Potential for standing, walking, sitting up to nine hours or more per day; Bending, reaching, squatting, kneeling, pulling, pushing, cleaning.

\*\*All new employees are required to take a drug screen and there are random drug screens throughout employment. There is also a background check before being hired. \*\*

**Application Process:** Please submit a resume to: Cheyenne Animal Shelter, 800 Southwest Drive, Cheyenne, WY 82007 Attn: BJ Christensen or email the same to [bjchristensen@caswyo.org](mailto:bjchristensen@caswyo.org).