

Sacramento SPCA Job Description

Job Title: Animal Intake Associate
Department: Animal Services
Reports To: Animal Intake Supervisor/Manager
FLSA Status: Non-Exempt

General Summary:

It is the responsibility of the Animal Intake Associate to assist the public with animal surrender services and answer questions and concerns. Individuals in this classification state and clarify the Sacramento SPCA policies and procedures to the public and are expected to maintain a positive and receptive environment for those customers visiting or calling the Sacramento SPCA.

Essential Job Functions:

1. Precisely records incoming animals in the prescribed manner.
2. Communicates to the public, the principles that convey and impart an understanding of the policies and procedures of the Sacramento SPCA.
3. Answers public telephone calls in a professional manner, routes inquiries to the proper person/department and initiates written messages for follow up.
4. Provides accurate information and friendly professional service to the public and to co-workers in a positive, courteous, truthful and tactful manner.
5. Rinses, scrubs, mops and disinfects animal cages, hallways, floors, walls and isolation/quarantine areas; cleans water and food dishes and related kennel equipment and facilities.
6. Performs or assists with the euthanasia of animals by injection as required.
7. Type and enter data at a rate of 40 words per minute with minimal errors.
8. Must be punctual and maintain regular, predictable attendance.
9. Must be committed to a high standard of safety and be willing and able to comply with all safety laws and all of the employer's safety policies and rules and must be willing to report safety violations and potential safety violations to appropriate supervisory or management personnel.

Additional Duties and responsibilities:

1. Treats all animals humanely, with compassion and concern, both on and off the job and transmits these values to others.
2. Helps with tours, lectures, public education programs, fundraising activities and special events as needed.
3. Assists in routine office projects which include, but are not limited to, membership development, envelope stuffing, preparation of materials for mailing, addressing envelopes, counting pennies, filing, stamping of educational materials, etc.

Knowledge, Skills, and Abilities:

1. Ability to make correct change and follow accounting procedures.
2. Ability to read and comprehend instructions, short correspondence and memos.
3. Ability to write reports and correspondence.
4. Ability to effectively present information in one on one and small group situations to customers, clients and other employees of the organization.
5. Basic office skills: word processing computer, typewriter, cash register, 10-key, calculator, Xerox machine and answer telephones in a prescribed manner.
6. Must be able to work independently and be self-motivated.
7. Must have basic mathematical and accounting skills.
8. Basic computer skills using standard office programs such as Word or similar programs.
9. Ability to get along and work effectively with the public, management, fellow employees, volunteers, and other agencies and groups.
10. Valid California Drivers license with a clear driving record for at least one year prior to application. Driving skills for both standard and automatic transmission vehicles.

Education and Experience:

1. High school graduate or GED equivalent with 6 months related animal care experience and/or training; or equivalent combination of education and experience.
2. Read, write, speak, spell and understand English at a level commensurate with professional job performance.

Physical Requirements:

1. Any allergic condition that would be aggravated from exposure or through contact with animals or chemicals used to sanitize facilities, vehicles or equipment, may be a disqualification.
2. Must stand, walk, bend and stoop frequently to perform duties. Have the ability to perform prolonged strenuous physical activity, including lifting and carrying objects weighing up to 50 pounds alone or up to 100 pounds with the help of fellow employees for short distances.

Working Conditions:

1. May be exposed to hostile or abusive members of the public. Must be able to deal with an often times emotion-charged public and carry a fast paced and changing work load which at times can be stressful.
2. By nature of the industry, there may be occasional exposure to dead, injured, sick, unruly, vicious, and/or dangerous animals in addition to exposure to parasites and to infectious diseases.
3. Must be available and willing to work such weekends, holidays, overtime, and attend mandatory training and meetings as the employer determines are necessary or desirable to meet its business needs

Note: The statements herein are intended to describe the general nature and level of work performed by employees, but are not a complete list of responsibilities, duties, and skills required of personnel so classified. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Either employer or employee may terminate the employment relationship at any time with or without notice and with or without cause.

EMPLOYEE ACKNOWLEDGMENT:

Signature: _____

Print Name: _____

Date: ____/____/____

revised 5/17