

POSITION DESCRIPTION

TITLE: Pet Resource & Intake Specialist **FLSA STATUS:** Non-Exempt

DEPARTMENT: Operations **EFFECTIVE DATE:** 9/25/17

JOB SUMMARY: To provide high quality information, referral, resources and intake services to good samaritans and pet owners coming to Young-Williams Animal Center for assistance.

VISION: Reduce shelter intake and length of stay in the shelter through the provision of helpful, supportive, non-judgemental, proactive services that reunite lost pets with owners, give owners tools to be able to keep their pets, and partner with the people of our community in innovative ways to make life better for people and pets.

INTRODUCTION: Do you love animals? OK, we know the answer to that, but do you love humans? Like, all kinds of humans, even if they aren't just like you? If the answer is yes, keep reading!
Young-Williams is looking for an outgoing, ultra-helpful, multi-tasking superstar to join our intake team. If the following describes you, we want you to apply!

- You have amazing people skills. We're not just talking "some customer service experience", you're a compassionate "people person" who truly enjoys making customers, volunteers and staff feel welcome, valued and important.
- You're in your element when you're helping and teaching, and you do it without judgement or condescension
- You're the consummate team player and your coworkers can't stand the thought of working on a day you aren't there
- You are a multi-tasker extraordinaire who can do a variety of things well at the same time, and make good decisions when managing competing priorities
- You're helpful and kind, and always advocating for your customers, coworkers, volunteers and of course, the animals
- You're open to new ideas, comfortable with change and endlessly optimistic
- You can follow directions but aren't afraid to ask for help when you are out of your comfort zone
- You excel at finding creative solutions that make everyone happy, even in challenging or delicate situations

ORGANIZATIONAL RELATIONSHIPS:

This position is supervised by: Intake Manager
Director of Shelter Operations

ESSENTIAL FUNCTIONS OF THE JOB INCLUDE:

Customer Service:

1. Greet and assist all visitors in a professional, warm and positive manner
2. Answer phones and e-mail in a timely manner with helpful and clear information
3. Assist customers inquiring about pet surrender with empathy and compassion, not judgement, and partner with them to find the best solution for their situation.
4. For every found pet brought to the shelter, think "lost", not "stray" and practice proactive pet recovery methods to reconnect people and lost pets.
5. Work closely with animal control officers

Animal Care:

1. Ensure that all animal intake areas are maintained in a clean, sanitary, and comfortable manner as per policy.
2. Feed and water temporary housing areas on a daily basis, while monitoring physical condition and the behavior of each animal
3. Report the need for veterinary intervention of sick or injured animals
4. Following the protocols of YWAC, vaccinate and deworm all animals on intake.
5. Safe and humane handling and movement of incoming animals
6. Humane euthanasia of gravely ill or injured, or unsafe animals (training and certification will be provided. YWAC does not euthanize healthy animals for time or space)

Administrative:

1. Ensure that paperwork and records are entered thoroughly and accurately into the PetPoint data base.
2. Identify pet-retention related needs in the community and research resources available
3. Develop a working knowledge of the YWAC's procedures, guidelines, and protocols
4. Knowledge of animal regulations for city, county and state.
5. Reunite lost pets with owners by tracking down, following through on and documenting all leads available
6. Maintain awareness of available cage space and work within set guidelines to ensure intake does not exceed humane capacity for care

OTHER DUTIES/FUNCTIONS:

1. Provide support to the YWAC's team effort including, but not limited to:
 - a. Communicate regularly with supervisors and coworkers to ensure that they are aware of any issues pertinent to their areas of responsibility
 - b. Participate in staff meetings to share ideas and suggestions for improving animal care and the quality of the organization as a whole

POSITION SPECIFICATIONS:

1. Required
 - a. Positive, optimistic outlook
 - b. High school diploma or equivalent
 - c. Minimum 5 years customer service experience
 - d. Minimum 2 years professional or volunteer animal experience
 - e. Proven ability to handle multiple tasks in a busy workplace environment
 - f. Experienced and comfortable working with a database
 - g. Willingness to attain certification as a euthanasia technician within the first six months of employment (provided by Young-Williams)
2. Preferred

- a. Social services experience (professional or volunteer)

WORKING CONDITIONS:

1. Indoors in a high noise air-conditioned/heated building, outdoors at shelter or on-location for various activities
2. Equipment use:
 - a. Includes use of PC, printer, copy machine, fax machine, telephone, and cleaning equipment and supplies
3. Work hours:
 - a. Work hours will vary, generally hours are 9a.m.-6p.m.
 - b. Weekend and holiday hours are required
4. Regular exposure to animals and their bodily fluids, cleaning chemicals, fumes, dust, bites, and scratches.
5. Heavy lifting and/or moving up to 100 pounds with assistance
6. Regular upright movement, such as standing or walking
7. Working independently, with minimal supervision
8. Working in this field requires the development of self-care skills to combat compassion fatigue

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship.

APPROVED: _____

Intake Manager

DATE

Director of Shelter Operations

DATE