



Office of Human Resources  
Animal Care Attendant – CO3277  
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### General Statement of Duties

Provides humane and compassionate care for animals in the shelter, performs animal intake and release functions, conducts behavioral assessments, and ensures that all animals have a clean, safe shelter environment, water, and food.

### Distinguishing Characteristics

Animal Care Attendants are expected to provide a high level of animal care and customer service. This is both physically and emotionally demanding work that requires employees to occasionally assist in raising or lowering objects up to 150 pounds.

The Animal Care Attendant class is distinguished from the Veterinary Assistant class that performs entry level work assisting a veterinarian or licensed veterinary technicians with a variety of health care duties, conducts formal behavioral assessments, and ensures that all animals have a clean and safe living environment.

The Animal Care Attendant class is also distinguished from the Animal Care Supervisor that supervises the work of Animal Care Attendants and Veterinary Assistants, monitors the care of animals and ensures a high level of animal care, and maintains a safe and clean shelter.

### Level of Supervision Exercised

None

### Essential Duties

Provides compassionate care including the basic needs of animals in the shelter, and ensures that all animals have a safe and clean shelter environment.

Performs intake on animals entering the shelter and administers vaccinations when needed.

Observes animal appearance and activity for general physical conditions, stress, injury, and/or illness and reports any animal health concerns to veterinary staff and a supervisor.

Conducts behavioral assessments on animals in the shelter, socializes animals that can be rehabilitated for adoption, and follows shelter protocols/procedures when releasing animals.

Cleans and sanitizes all cages and kennels per shelter protocols and keeps the facility, equipment, and tools clean.

Documents information about animals and facility operations per standard procedures including an inventory of animals and entering changes, head counts, daily logs, and other required information.

Assists visitors looking for lost animals, shows adoptable animals to visitors, and provides animal care information regarding vaccinations, adoption fees, and pet owner responsibilities.

Responds to inquiries from citizens, rescue groups, and others about adoption, rescue, or placement of impounded animals.

Verifies the identification of animals to be euthanized, receives training and proficiency testing according to shelter protocols, properly restrains animals for compassionate and humane euthanasia, and completes required euthanasia paperwork.

Attends all required training classes/meetings.

Actively participate on the Department's emergency preparedness and response team(s) to support meeting the Department's public health and environmental responsibilities outlined in the City's Emergency Operations Plan.

Performs other related duties as assigned.

By position, may be required to be on-call to address emergent needs.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### **Competencies**

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Customer Service - Works with customers to assess needs, provides assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Reading - Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

### **Knowledge & Skills**

Knowledge of safety hazards and necessary safety precautions and establishes a safe working environment.

Knowledge of basic mathematics to be able to perform calculations needed in preparing animal meals.

Knowledge of properly restraining animals when moving, loading, or for veterinary examinations.

Knowledge of the proper care and handling of animals including feeding, controlling, restraining, injuries, and general health.

### **Education Requirement**

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

### **Experience Requirement**

One (1) year of experience in animal care which includes working in a veterinary office, animal hospital, animal shelter, a pet store, or other animal care facilities.

### **Education & Experience Equivalency**

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Potential exposure to housekeeping or cleaning materials.

Subject to burns or cuts.

Potential exposure to cold weather conditions (indoor/outdoor).

Subject to many interruptions.

Potential exposure to odors in animal areas.

Potential exposure to noise from barking dogs.

Potential exposure to toxic chemicals.

Potential exposure to wet working conditions (cleaning kennels).

Occasional pressure due to multiple calls and inquiries.

Works in proximity to cavity dwelling mammals and stinging insects.

Handles absentee replacement on short notice.

Subject to bites and scratches from animals.

**Level of Physical Demand**

4-Heavy (50-100 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Bending/Twisting: Bending and twisting in the rescue capture of animals.

Climbing/Balancing: Climbing walls, fences and other obstacles and balancing.

Crawling: Crawling in tight, cramped spaces to rescue, trap or capture animals.

Endurance: Exert physical efforts to restrain animals for a substantial period.

Fine Dexterity: Coordinate eye-hand to operate a vehicle, reach, hold, grasp and turn objects.

Handling: Handle domesticated feral animals, wildlife, birds, reptiles, bats, etc.

Hearing/Talking: Hear and determine direction of sound.

Kneeling/Crouching: Kneel and crouch in locating and capture of animals.

Lifting: raising or lowering objects weighing no more than 100 occasionally, and 50 pounds frequently, from one level to another.

Lifting/Carrying: Lift/carry live and dead animals up to 100 pounds, food, water, traps and cages, and wearing a utility belt weighing up to 10 pounds.

Neck Flexion: Moving neck upward/downward.

Pushing/Pulling: Push/pull animals, kennel, equipment, etc.

Reaching/Handling: Lifting and handling traps and cages, animal foods, equipment.

Running: To sprint for 60 seconds in pursuit of an animal.

Sitting: In sitting position to write a report, vehicle patrol, and the public contact.

Standing/Walking: Patrol and the public contact.

Vision: To observe animal behavior, read signs, and reading colors.

**Background Check Requirement**

Criminal Check

Employment Verification

By position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: O-608**

**FLSA Code: N**

**Established Date: 9/21/2018**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**