



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.

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.

Level of Supervision Exercised

None

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, twisting, or positioning oneself to aid in the rescue capture of animals.
 Climbing/Balancing: Ascending walls, fences, and other obstacles and maintaining equilibrium.
 Crawling: Moving close to the ground in a tight, cramped space to rescue, trap, or capture animals.
 Endurance: Ability to restrain animals for a substantial period of time.
 Fine Dexterity: Sufficient coordination to operate a vehicle and manipulate objects.
 Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
 Hearing/Talking: Perceiving and comprehending the nature and direction of sounds/ability to communicate ideas.
 Kneeling/Crouching: Ability to locate and capture animals from a lowered position.
 Lifting/Carrying: Move live and dead animals up to 100 pounds.
 Lifting: Moving objects weighing no more than 100 pounds from one level to another.
 Neck Flexion: Perceiving objects located above or below.
 Pushing/Pulling: Transport and control traps and cages, animal foods, equipment.
 Reaching/Handling: Moving, positioning, and handling traps and cages, animal foods, equipment.
 Running: Ability to quickly pursue an animal for 60 seconds.
 Sitting: Remaining in a stationary position.
 Standing/Walking: Moving from area to area and public contact.
 Vision: Ability to perceive animal behavior, comprehend signs, and detect color.

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: