



Position Title: Animal Care Team
Department: Animal Services
Classification: Fulltime, non-exempt or Part time, non-exempt
Reports to: Executive Director, Administrative Manager, Animal Health Manager, Animal Care Manager

Summary:

Responsible for day-to-day animal care following established procedures. Maintain all areas of the shelter including both animal and non-animal environments.

Essential Duties and Functions:

Animal Care & Housing

- Responsible for consistent humane treatment and handling of sheltered animals including canines, felines, and all others (i.e., rabbits, hamsters, birds, etc.)..
- Works to ensure that all pets in our custody receive the highest quality care possible.
- Performs the daily cleaning assignments ensuring deadlines are met following standard operating procedures (SOP's).
- Informs ACM/AHM of cleaning supply and animal food needs.
- Ensures that cleaning and animal handling equipment is in good working condition.
- Maintain animal sheltering areas, workspaces, public areas, and storage area to ensure areas comply with safety standards and are free from debris, donations, deliveries and obstacles.
- Participate in stress reduction efforts through purposeful and compassionate handling animals in shelter environment
- Participate in disease reduction efforts by thorough cleaning and sanitation of all animal areas.
- Maintains efficient work processes and supports the Animal Health Team in their daily responsibilities.
- Helps promote all adoptable pets to customers as needed.
- May assist with the organization or assist with off-site adoptions and events.

Performance

- Must be a team player who leads by example.
- Provides guidance to animal care volunteers in all aspects of animal care including disease control, safe animal handling, and animal stress reduction.
- Works with court assigned Community Service workers by assigning tasks.
- Provide assistance as needed or requested to Animal Care Manager and Team, Administrative Manager, Volunteer/Foster Coordinator, and Client Services Associates.

Client Service

- Provide positive client, volunteer and coworker relations through professional, courteous, and educational interactions.

Animal Care Team:

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- Professionally represent the GIHS mission and goals at all times.
- Practice and encourage the humane treatment of all animals
- Provide quality customer service to clients, volunteers, fosters, and staff while actively promoting our mission, services, programs, and events.
- Represent the GIHS daily through general public interactions.
- Work cooperatively with all volunteers, recognizing the talent and commitment they bring to the Society.

Safety

- Ensure a safe work environment, following all safety guidelines and modeling safe work practices.
- Take immediate action to address any safety concerns that could put a staff member, volunteer, client, animal, or the organization at risk.

Physical Requirements and Work Environment:

- Work is performed in a kennel/shelter setting and outdoors.
- Frequent bending, reaching, kneeling, climbing stairs, walking and, standing on feet 8-10 hours per day while performing job functions.
- Exposure to disinfectant solutions when cleaning.
- Exposure to various weather conditions when working outdoors.
- Subject to animal bites and scratches while handling animals of questionable temperament.
- Occasional lifting of up to 50 pounds with reasonable accommodations.
- Consistently exposed to animals and animal allergens under conditions with limited alterations available.
- Tetanus inoculation is required or must be waived.

Reporting Relationships and Contacts:

- Report directly to Animal Care Manager and to Executive Director. May also report to Animal Health Manger or Administrative Manager in their absence.
- Works with City of Galveston Animal Services Officers related to intake of animals.

Knowledge, Skills, and Abilities:

- Commitment to the mission, values, goals, and success of the Galveston Island Humane Society.
- Detail-oriented; ability to recognize urgency, prioritize, and act quickly during crisis management.
- Exercises good judgment when dealing with confidential information regarding the public, personnel, organizational, or animal issues.
- Excellent oral and verbal communication skills with experience developing training programs.

Qualifications (Required)

- High school diploma or equivalent, required.
- Experience in animal health, animal handling, and breed identification, preferred.
- Available to work weekends, evening and holiday shifts as needed, required.
- Bilingual, (English/Spanish), a plus.

Revised April 2023

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