



## Job Description

**Title:** Animal Care Associate

**Department:** Operations, reporting to the Animal Care Manager, with responsibility to the Animal Care Supervisors

**Primary Function:** Animal Care Associates are responsible for providing The Five Freedoms to all of the animals in the care of MHHS. Animal Care Associates clean and feed pets, provide daily enrichment, ensure the pet's living environment is outfitted, and monitor behavioral and medical health, reporting any issues to appropriate staff. Animal Care Associates serve as our primary adoption counselors, using a conversational approach to match people and pets.

### Essential Duties and Responsibilities

- Cleans and sanitizes kennels, cages, equipment, rooms, and common spaces
- Maintains an up-to-date understanding of the relationship between animal health and sanitation, and follows established protocols
- Feeds, grooms, exercises, socializes, and trains the animals in our care
- Ensures housetrained and "staff only" animals are walked each day, and that animals on quarantine are handled only by appropriate staff
- Provides medical support care, as needed, including restraint during medical procedures
- Provides ongoing behavioral and medical feedback to the Director of Behavior and Enrichment and the Animal Logistics Manager
- Organizes and stocks holding and adoption floors daily to ensure continued productivity
- Washes laundry throughout the day, changing loads anytime one has ended, folding and stocking the dry laundry
- Washes shelter dishes throughout the day
- Prepares the next day's morning enrichment each evening
- Maintains up-to-date knowledge of available animals, using Animal Management Software to ensure excellent matches between pets and people
- Evaluates adopter profiles, using Animal Management Software to track those who adopt and/or wish to adopt
- Introduces pets to people interested in adopting them, and to other animals in the household as appropriate
- Determines suitability of match between potential adopter and pet
- Follows safe handling practices at all times, working to learn as much as possible about animal body language
- Remains flexible in times of change
- Works well as part of a team, asking for and providing help freely
- Works with and provides training to volunteers throughout the facility, ensuring the volunteer is safely performing duties requiring animal handling
- Serves on Animal Response Team as needed



- Travel between MHHS campus locations and offsite locations as required
- Perform other duties as assigned

**Continuing Education**

- Continue upgrading skills and knowledge by attending seminars, workshops, and professional conferences, ensuring implementation of up-to-date best practices

**Qualifications**

- Excellent communication skills and a preference for team work
- Willingness to work in a variety of settings, including offices, outside, and in rural and urban settings
- Must be able to work evenings, weekends, and holidays
- Ability to use animal management software and Microsoft Office Suite
- Ability to work independently, self-motivated, and detail-oriented
- Valid New York State driver’s license

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position is regularly required to use hands and fingers, talk, and hear. The incumbent is frequently required to stand, walk, sit, reach with hands and arms, and stoop, kneel, or crouch. The position holder must be able to regularly lift and/or move up to 40 pounds.
- Specific vision abilities required for this position include close vision, distant vision, color vision, peripheral vision, depth perception, and ability to focus.
- While performing the duties of this job this position may be exposed to animal odors or airborne particles.
- The noise level in the work environment is usually moderate.
- Work will take place in a variety of environments including administrative offices, kennel areas, and outdoors in varied weather.

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Employee’s Signature

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Supervisor’s Signature

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Date