

JOB/POSITION TITLE: **Animal Caregiver**

STATUS: Non-Exempt

PRIMARY PURPOSE: Provide humane and compassionate care to animals, including feeding, housing, cleaning, and enrichment.

Reports To: Animal Services Manager, Assistant Animal Care Manager

Supervises: Volunteers

ESSENTIAL DUTIES/FUNCTIONS:

- **Animal Care.** Provide daily care: fresh food, fresh water, enrichment, and monitor condition of all animals.
- **Animal Housing and Maintenance of Supplies.** Maintain functionality and cleanliness of animal housing areas. Clean and disinfect kennels, food and water bowls, and utensils. Clean and organize food and equipment storage areas. Monitor food and cleaning supplies and inform supervisors of missing, broken, or damaged equipment
- **Customer Care.** Answer questions of the public in a professional and courteous manner concerning animal care. Treat all animals humanely, properly, and with compassion.
- **People Care.** Ensure internal and external patrons (employees, volunteers, Hawaiian Humane partners and community members) and their needs are a primary focus. Communication and contact must be clear, understandable, cooperative, professional and respectful in all circumstances and will occur in person, by telephone, and electronic mail. Actively support a positive team environment, directly address conflict with the goal of problem solving and appropriately express concerns. Interact with and collaborate with employees and volunteers at all levels of the organization.

OTHER DUTIES/FUNCTIONS:

- **Department Support:** Regularly participate in meetings with other members of the department and share ideas and suggestions designed to improve working conditions and the organization.
- **Other Duties as Assigned.** Perform other duties as assigned to ensure a positive public image and to enhance the operation of the organization and improve the quality of life for animals.

JOB CONDITIONS:

- Work Environment: Work occurs indoors and outdoors in all types of weather. a Animal bites and scratches may occur. May be exposed to high noise levels, cleaning chemicals, fumes, dust, animal dander, and feces.

- Animal Handling: Required to safely handle all sizes and species of animals
- Equipment Use: Computer and database systems. Use of all sheltering-related animal cleaning and handling equipment including tools for containing animals humanely, safely, and securely.
- Hours: Must be available 40 hours a week with overtime as needed any 7 days of the week, weekends and holidays.

MENTAL, PHYSICAL AND COMMUNICATION DEMANDS:

- Must be committed to Hawaiian Humane goals objectives, and programs
- Requires full attention and alertness when handling animals
- Requires frequent crawling, bending, lifting, etc. when cleaning and handling animals.
- Requires lifting and carrying up to 50 lbs. of weight with or without reasonable accommodation.
- Requires eye-hand coordination in handling, transporting, or restraining a live animal.
- Demonstrates professionalism and composure when interacting with patrons, staff, and volunteers.
- Work effectively with other shelter personnel to provide appropriate care to each individual animal.
- Requires handling people and animals in a pleasant, courteous, and professional manner.
- Must have compassion and concern for both animals and people.
- Must be self-motivated, flexible, and capable of working both independently with minimal supervision and as a member of a team.

QUALIFICATION REQUIREMENTS:

- Skills/Knowledge: Basic knowledge of cleaning methods and materials. Demonstrated ability to read and write clearly. Demonstrated ability to work in a fast-paced work environment. Must have basic phone/computer knowledge.
- Education/Training: High school diploma or equivalent required.
- Experience: Professional experience working with animals preferred.

The above information on this job description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.