



**Position Title:** Animal Care Team

**Classification:** Part-time, non-exempt , NOT a seasonal position

**Date:** Spring 2024

## **Position Summary**

Young at Heart is a nonprofit organization based in Woodstock, IL. We operate a cageless adoption center for senior dogs and cats, as well as a foster home program. We are an organization that embraces teamwork and a positive attitude toward rescuing and rehoming senior dogs and cats in our community.

We are seeking a part-time Animal Care Team person to join our team. The Animal Care Team provides safe and compassionate care for the senior dogs and cats at Young at Heart's adoption center. The Animal Care Team is responsible for breakfast and dinner shifts, cleaning and maintaining the facility, and they work closely with the staff and volunteers in the care of the pets and our adopters.

The preferred applicant has a flexible schedule, is skilled at working with both dogs and cats of varying temperaments and sizes, has a positive attitude, is dedicated to providing excellent customer service, and is highly committed to keeping our adoption center clean and organized. The ideal candidate is a team player who is adaptable, reliable, people-oriented, and has excellent communication and organizational skills. The Animal Care Team utilizes the help of volunteers in all aspects of the job and therefore provide essential leadership, support, and communication to maximize the volunteers' participation and enjoyment.

## **Animal Care**

- Prepare and provide food and water for the dogs and cats, and medical care as assigned
- Clean, disinfect, and maintain pet areas at the adoption center and follow established disease control protocols
- Monitor dogs and cats and report health or behavioral abnormalities
- Assist with fitting and labeling of collars and harnesses, and ensure that all dogs wear appropriate equipment at the appropriate times
- Ensure pets have adequate and clean bedding at all times
- Introduce dogs to each other, ensuring safe and comfortable dog communities
- Introduce cats to each other, ensuring safe and comfortable cat communities
- Perform dog bathing and basic pet grooming
- Create and maintain animal care records for use by staff and volunteers
- Assist with checking pets in and out of foster care
- Transport pets to off-site veterinary appointments
- Practice and encourage humane treatment of dogs and cats

- Other duties as assigned

## **Facility Care**

- Clean, de-clutter, and organize community spaces and storage areas
- Empty and remove garbage and recycling from all areas in the adoption center
- Regularly clean and sanitize restrooms
- Operate laundry and dishwashing equipment
- Wash and fold adoption center laundry
- Restock, order, and organize supplies
- Mop and vacuum floors daily
- Ensure all pet living quarters are clean, comfortable, and presentable at all times

## **People Care**

- Demonstrate and promote a welcoming and supportive environment and proactively engage with adopters, volunteers, and donors to ensure they feel the Young at Heart love and have positive experiences
- Integrate, lead, mentor, and retain volunteers to assist with pet care and cleaning duties
- Maintain open and timely communication with staff and volunteer team members, and update data management resources
- Work cooperatively with all volunteers, recognizing the skills and commitment they bring to Young at Heart
- Provide feedback and guidance to volunteers regarding safety protocols and model safe work practices
- Provide quality customer service to adopters, volunteers, staff, donors, and visitors
- Welcome guests to Young at Heart's adoption center, assist with adopter/pet introductions, provide information about the pets, and assist with adoption or foster placements
- Practice discretion with sensitive information regarding adopters, volunteers, employees, and our pets. Remain calm and reserve judgment in difficult or emotional situations.
- Facilitate walk-in foster or adoption returns as needed
- Accept and acknowledge in-kind donations

## **Reports to:**

- Animal Care Team Lead & Operations Manager

## ***Position Requirements***

- Work is performed at Young at Heart's adoption center, which includes areas where dogs and cats live and are cared for, isolation area, office spaces, stairs, and outdoor locations. A lift is available.
- Regular exposure to free-roaming office and adoption center dogs and cats.
- Subject to animal bites and scratches while handling dogs and cats of questionable temperament
- Regular bending, reaching, kneeling, sitting on the floor, crouching, and dog walking with occasional lifting of up to 50 pounds

- Occasionally works at computer station and operates electronic equipment
- Exposure to disinfectant solutions
- Exposure to zoonotic diseases
- Available to work breakfast shift (morning) and/or dinner shift (evening), and weekends and holidays as needed required. Committed to supporting coworkers to accommodate special shift exchanges

### ***Education & Experience***

- High school diploma or equivalent is required
- Previous experience working in a vet office, boarding facility, or animal shelter preferred
- Previous experience as a volunteer preferred
- Previous customer service experience preferred
- Experience with volunteering, animal rescue, animal welfare, or nonprofit work a plus

### ***Knowledge, Abilities, & Skills***

- Highly motivated, communicative, polite, and with a professional manner
- Team player, able to work in a busy work environment, embrace and foster change, problem solve, and regularly demonstrate flexibility
- Ability to calmly and efficiently handle situations ranging from routine to emergency
- General knowledge of dog and cat behavior and care.
- Ability and skill to successfully work with various kinds of dogs and cats in a safe and responsible manner. Commitment to positive reinforcement handling and training methods.
- Comfortable and willing to accommodate dogs or cats in work and office spaces.
- Passion for helping senior pets and the people who love them
- Ability to multitask
- Self-motivated

### ***Salary & Benefits***

- The starting salary for this position is \$15.00 per hour
- Benefits include paid time off and discounted veterinary care
- This is a part-time, non-exempt position
- 20-25 hours per week
- Opportunity for growth within the organization

Young at Heart is an equal opportunity employer.