



ANIMAL CARE TEAM MEMBER

The Animal Protection Society – Friday Harbor (APS-FH) is a nonprofit organization in Friday Harbor, WA serving the animal and human communities of the San Juan Islands. APS-FH's mission is to provide compassionate care and brighter futures for homeless animals.

Job Title: Animal Care Team Member

Department: Animal Shelter

Schedule: Full-time (32-40hrs/week) with availability on weekends/holidays

Pay Rate: Depends on Experience - 50/50 Health benefits after probationary period of 3 months

Reports To: Shelter Manager

Job Summary: We are a relatively small organization with limited staff support and resources that must provide for both our animals and those who work or volunteer here. For this reason, we expect that all APS-FH staff members will together share in the responsibility of maintaining adherence to all shelter standard operating procedures and policies, and for the cleanliness and maintenance of the entire facility, answering phones, greeting and assisting visitors, helping with the various steps in our pet intake and adoption processes, providing animal transport, running errands, medicating animals as instructed, maintaining records that are both detailed and accurate, providing comfort and daily enrichment for the animals in our care, training and working with volunteers, accepting donations of money or items we might be able to use, filling in to cover gaps in staffing, and consistently maintaining confidentiality of information as well as a professional work environment.

Duties and Responsibilities:

Under the supervision of the Shelter Manager, the Animal Care Team Member will participate in the daily tasks within the animal shelter, which include but are not limited to the following responsibilities:

- Adhere to all shelter operating procedures and policies
- Maintains cleanliness and organization of all animal housing and care areas of the facility to include daily cleaning of dog/cat kennels, rooms, and holding areas
- Maintains cleanliness and organization of the facility's spaces regularly utilized by volunteers and customers, including the building's reception areas, restrooms, kitchen, and exterior
- Logs/charts observations of each animal's general health and well-being (appearance/activity). Participates in daily rounds
- Works closely with individual animals to provide physical and mental wellbeing including basic husbandry, medical care, and implementing daily enrichment activities
- Works with medical staff to assist with intakes, exams, and surgeries as needed. This area may be expanded depending on experience
- Transportation of animals to and from designated sites. May include "off-island" trips
- Responsible for understanding animal adoption policies and procedures and for facilitating the entire adoption process including: monitoring email and printing applications, reviewing applications and providing feedback, scheduling and facilitating meet and greets, following up with adoption counseling (questions/information) as needed, preparing adoption paperwork, taking adoption photos, etc.
- Provides quality customer service at all times, including but not limited to: greeting visitors and providing tour and/or instructions on visiting animals, accepting donations, answering phones, taking lost pet calls and recording on log, handling stray in-take and return-to-owner, answering animal related questions and referrals to other organizations as appropriate, selling dog licenses, etc.

- Under direction of the Shelter Manager, helps promote and publicize shelter animal availability and Pet of the Week through social media and Pet Finder (website)
- Works closely with shelter volunteers and assists with training of new volunteers as directed
- Represents APS-FH through professional interaction with the Sheriff's Office, County offices, and other organizations

Minimum Qualifications:

- Passionate interest in animals and their well-being.
- General knowledge of dog/cat behavior with previous animal care experience.
- Good written and oral communication, customer service, time management, and computer skills.
- Ability to lift 50lbs and control large dogs on leash. Ability to stand or walk for extended periods of time, as well as the ability to reach, bend, and maneuver quickly.
- Ability to use cleaning materials and equipment with skill and efficiency.
- Perform moderately heavy physical labor.
- Understand and carry out verbal and written directions.
- Ability to multi-task in a fast-paced and challenging environment with changing priorities and time constraints.
- Emotionally able to handle sensitive situations regarding animal well-being and suffering.
- Valid driver's license

Working Conditions:

- Normal work days are performed inside and outside of the facility.
- Exposure to unpleasant odors and noises.
- Exposure to bites, scratches, and animal waste.
- Possible exposure to contagious diseases.