



SHELTER ASSISTANT

Job Description

Summary: The Shelter Assistant plays a vital role in ensuring the well-being of shelter animals and providing a positive experience for visitors and volunteers. This role includes animal care, shelter cleanliness, and reception duties, contributing to the overall smooth operation of the shelter and adherence to WAG's policies and procedures.

QUALIFICATIONS:

Minimum Experience, Education, Certifications Required:

- Previous experience working with animals in a shelter or similar environment is an asset.
- High School Diploma or equivalent.
- Fear Free Shelter Certificate & Dog Body Language Course - Bravo Dog Training (or willingness to obtain).
- A valid driver's license and a clean driving record are preferred, as driving may be required for animal transport or supply runs.

Technical Knowledge/Specific Skills:

- Strong animal handling skills with knowledge of animal behavior and welfare.
- Understanding of disease control and infectious disease protocols in shelter environments.
- Basic computer skills to handle reception duties and record-keeping.
- Ability to work independently and solve problems effectively.
- Exceptional communication and interpersonal skills.

Personal Characteristics:

- Professional, approachable, and team-oriented demeanor.
- Highly organized with multitasking capabilities in a fast-paced environment.
- Ability to remain composed and empathetic in challenging situations.
- Commitment to continuous learning and improvement.

RESPONSIBILITIES:

1. Animal Care:

- Provide high-quality care for shelter animals, including feeding, grooming, enrichment, training, and exercise.
- Administer medications as specified by authorized shelter staff and maintain accurate records.
- Collaborate with staff and volunteers to meet animals' physical, social, medical, and mental health needs.
- Follow and implement training and behavior modification programs for shelter animals.
- Monitor and report on animal behavior, injuries, and signs of illness.

2. Shelter Cleaning:

- Perform daily cleaning tasks in kennels, cages, laundry, and common areas according to WAG policies.
- Follow infectious disease protocols to maintain a safe environment for animals and humans.
- Ensure cleanliness and sanitation of the shelter to prevent disease spread.

3. Reception Duties:

- Manage phone inquiries, maintain logs, and respond to emails promptly.
- Greet visitors warmly and provide information about WAG's programs and services.
- Maintain accurate records of transactions, including lost/found reports and merchandise sales.
- Promote WAG's programs, events, and responsible pet ownership to the public.

4. General Duties:

- Assist in training and supporting volunteers to ensure proper procedures are followed.
- Report risk situations and collaborate with managers to address them promptly.
- Support the shelter team in creating a positive atmosphere.
- Collaborate with Animal Control Bylaw Officers and RCMP as needed.
- Adhere to WAG's policies and identify opportunities for improvement.

WORKING CONDITIONS:

- Ability to be physically active for extended periods, including working outdoors in various weather conditions.
- Ability to lift and carry up to 40 lbs, including supplies and animals.
- Potential exposure to infectious waste, diseases, viruses, and bacteria.
- Intermittent physical activity, including walking, standing, sitting, lifting, and supporting animals.