



Animal Caretaker II – Shelter #03161

City of Virginia Beach – Job Description

Date of Last Revision: 06-08-2018

FLSA Status: Non-Exempt

Pay Plan: General

Grade: 12

City of Virginia Beach Organizational Mission & Values

The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

Perform a variety of manual and specialized tasks required to maintain proper standards of care for the animals impounded in the shelter; assist citizens in a variety of interactions; assess and monitor overall animal health and behaviors, documenting relevant information; perform animal euthanasia with a care partner; train new employees and provide structured training to staff or volunteers on specific or specialized topics; may assist the veterinarian in preparing animals for medical procedures; provides oversight of staff and/or volunteers and manage animal flow/space allocation in the absence of the supervisor.

Representative Work Functions and Responsibilities

Serve as lead worker in daily operations of shelter protocols for feeding, watering and exercising animals, sanitizing kennels/pens and storage of food and supplies; assist supervisor with overseeing work of staff and volunteers. In the absence of the on-duty supervisor, may manage animal flow/space allocation, respond to customer inquiries, and communicate with off-duty and/or off-site supervisors as necessary regarding shelter operations.

Performs specialized tasks and responds to more difficult situations related to animal handling, behavior or temperament issues, and health issues; provides timely information to appropriate personnel when immediate medical attention or treatment is necessary. Makes recommendation to supervisor regarding recommendation for removing animals from communal areas based on illness or injury.

Assist with animal intake, evaluation and medical treatment as directed to include disease prevention and reduction efforts. Performs vaccinations with a care partner's assistance. Provides basic medical attention (changing bandages, administering prescriptions or applying ointments) according to directions. Assist veterinarian when necessary.

Performs euthanasia of animals with a care partner's assistance. Operate and clean incinerator to facilitate the animal disposal process.

Provide training and guidance to staff and volunteers that relates to shelter policies and protocols in field of expertise such as feline handling, dog enrichment, care for exotic animals, etc. Examples of courses may include feline handling, dog enrichment, caretaker cleaning protocols, etc.

Document animals upon arrival and update status, owner, location and other information appropriately.

Screen animals for overall health and behaviors and notes changes, notifying appropriate personnel when immediate medical attention or treatment is necessary; and make recommendation for removing animals from communal areas based on illness or injury.

Assist shelter supervisor with coordination of inventory supplies for daily and emergency operations, facilities and equipment maintenance, liaison with foster/adoption partner groups, and/or coordination with external groups for the transport of exotic animals to appropriate locations.

Assist citizens in reclaiming and adopting animals, explaining procedural requirements; facilitate citizen "meet and greet" between animals and potential adopters; and assist at off-site adoption events, answering citizen questions, assisting in required paperwork, and accepting payment.

Unload and store food and other supplies.

May assist administrative staff with tasks such as answering phone, assisting walk-in customers and processing paperwork, when necessary.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

Performance Standards

Ensure that all animal care and cleaning/maintenance tasks required for an Animal Caretaker I are competently and consistently performed, in compliance with shelter protocols and departmental policy; provide quality customer service in interacting with a wide variety of individuals including citizens, members of rescue groups, veterinarians, youth volunteers, court-appointed community service workers, inmates assigned to the Sheriff's workforce, adult volunteers and representatives from other animal care agencies such as the SPCA or PETA; provide accurate information about adoption, reclaiming and other procedures and courteously answer specific questions about animals; accurately document and maintain animal information, ensuring that the posted documentation matches the animal identification tag; ensure directions from veterinarian in terms of medication administration or other special treatment requirements are carried out; monitor animals' physical appearance and take corrective action immediately for minor concerns, such as removing ticks and burrs; strictly adhere to protocols for performing euthanasia, including providing required documentation; train new employees in correct shelter protocols and processes and provide feedback on their progress to the supervisor; provide informative and engaging training on relevant topics to staff members and/or volunteers; provide oversight or coordination of volunteer work assignments in accordance with protocols and procedures; perform specialized tasks in a timely manner, reporting problems/concerns promptly to a supervisor.

Minimum Qualifications

High school graduation or GED plus two (2) years of experience caring for animals in a professional setting, such as on a ranch, farm, veterinary hospital or at a kennel; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Must have and maintain euthanasia certification.

Must have, or obtain, a current and valid Virginia or North Carolina driver's license in accordance with Virginia or North Carolina DMV driver's license eligibility requirements.

Preferred Qualifications

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

Special Requirements

All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Must be able to work rotating shifts including weekends and holidays and be available to work overtime when required to meet operational needs.

This position is Alpha I

Successful completion of a pre-employment physical.

Successful completion of a police background investigation, including polygraph examination.

Note: Work is physically demanding, requiring ability to lift up to 50 lbs and stamina in performing repetitive manual tasks associated with cleaning protocols throughout the duration of the shift.

Knowledge-Skills-Abilities Required to Perform Satisfactorily

A. Knowledge

1. Knowledge of and interest in the care of a variety of animals, including domestic animals (dogs, cats, birds, reptiles, exotic pets, etc.), livestock and poultry.
2. Knowledge of common animal diseases, illnesses and their symptoms.
3. Knowledge of various breeds of animals and their gender.
4. Knowledge of departmental policies and procedures.

B. Skills

1. Skill in caring for animals.
2. Skill in checking and handling animals, using appropriate restraint methods.
3. Skill in performing animal euthanasia and other medical procedures such as vaccine administration.
4. Skill in cleaning and sanitizing pens and cages daily.
5. Skill in checking all rabies and city licenses.
6. Skill in performing microchip scanning of impounded animals.
7. Skill in safely removing animals from cages/pens for owners and for the public to see for adoption
8. Skill in handling a variety of animals with varying temperaments, including large dogs, reptiles, feral cats, etc.
9. Skill in diffusing emotionally charged situations.
10. Skill in developing and providing informative and engaging training on a variety of animal related topics.

C. Abilities

1. Ability to clean animal cages properly.
2. Ability to pick up deceased animals weighing in excess of 50 pounds.
3. Ability to clean and maintain incinerator.
4. Ability to follow oral and written directives.
5. Ability to provide instruction to employees and/or volunteers regarding shelter protocols and animal handling techniques
6. Ability to oversee and lead others in performing tasks and resolving problems that require cooperation and conflict resolution.
7. Ability to coordinate work tasks with others, such as inventory management, machine repair, exotic animal placement, animal enrichment activities, etc.
8. Ability to properly document and verify information pertaining to animals
9. Ability to use computers in entering/retrieving information through resource management and email systems and in preparing basic correspondence.
10. Ability to maintain effective working relationships with a wide variety of people, including

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shelter staff, citizens, veterinarians, rescue group members, youth volunteers, court-appointed community service workers, inmates assigned to the Sheriff's workforce, adult volunteers, and representatives from other animal care agencies, such as the SPCA or PETA.

11. Ability to deliver quality customer service and instruct citizens in a variety of procedures including adoption, reclaiming animals, wild animal traps, etc.
12. Ability to identify and describe behavior/temperament issues of shelter animals.
13. Ability to understand and apply shelter policy based on State Code and Health Department requirements (e.g. legal holding periods, records requirements for impounded animals and quarantine).
14. Ability to complete tasks in a fast-paced environment with frequent interruptions.
15. Ability to operate simple machinery such as the tommy lift required to load large animals onto pick-up truck.

Working Conditions

The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

Physical Requirements: *Physical refers to the requirement for physical exertion and coordination of limb and body movement.*

Heavy work that involves walking, standing, bending, stooping, lifting, and exerting up to 100 pounds of force on a regular and recurring basis and occasional use of standard office equipment. Routine restraint and movement of animals weighing up to 180 pounds; restraint can involve motions of pushing, and stabilizing self and animal simultaneously.

Mental Requirements: *Mental refers to the degree that the job involves cognitive activities, and use of mental processes.*

Performs clerical, manual, and technical tasks requiring a wide range of procedures and requiring intensive understanding of a restricted field or complete familiarity with the functions of a unit or small division of an operating agency; requires normal attention with short periods of concentration for accurate results; routine exposure to unusual pressure. Job imposes emotional stress on a routine basis.

Environmental Conditions: *Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.*

May risk exposure to extreme heat or cold, wet or humid conditions, toxic and caustic chemicals, or animals/wildlife to include exposure to animal bites, scratches, and zoonotic diseases such as rabies, dermatophytosis, and Lyme disease. Caretakers are routinely exposed to high levels of noise and unusual or unpleasant smells.

Sensory Requirements: *Sensory refers to hearing, sight, touch, taste, and smell required by the job.*

Normal visual acuity, depth perception, field of vision, color perception, hearing, speaking, sense of smell, and texture perception.

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