

POSITION DESCRIPTION



POSITION TITLE: Animal Attendant

LOCATION:

REPORTS TO:

DIRECT REPORTS

PURPOSE:

- To ensure that all animals in care are catered for in accordance with the established operating procedures.
- To assist with the appropriate training of volunteers so that volunteers are trained and supervised while in attendance.
- To provide a friendly, welcoming and efficient first point of contact by phone, email and in person for all potential animal adopters.
- To ensure that all public interactions meet the expectation of good customer service.
- To maximise adoptions for as many animals as possible using all available avenues.
- To ensure the animal database is accurate and up to date at all times.
- To assist with the co-ordination of all routine veterinary visits and preparation of animals for same.
- To assist other SPCA staff in matters of training and sharing of knowledge.
- To act as back up and support for all other operational functions of the centre.

KEY ACCOUNTABILITIES:	KEY RESPONSIBILITIES:
<ul style="list-style-type: none">• Operational Duties	<ul style="list-style-type: none">• Follow all care and behaviour protocols• Ensure the appropriate care of all animals in the centre units including Adoptions and Quarantine.• Ensure steps are followed to isolate disease and limit spread.• Ensure all animals at the centre have their welfare needs met in relation to the Animal Welfare Act 1999. Including but not limited to:<ul style="list-style-type: none">○ Ensuring the administration as required, any veterinary treatments E.g. Antibiotics, Flea & worm treatments, microchipping etc.○ Following Veterinary Instruction○ Following Veterinary Medicine legislation○ Ensuring adequate and appropriate enrichment is provided○ Aiding in the care of pre and post-surgery animals• Work is completed according to the protocols detailed in the Centre Manual and Animal Care and Cleaning Processes• Ensure the 'Adoption' animals are cared for and the unit is clean and tidy by 10am every morning for public viewing when responsible for this area.

	<ul style="list-style-type: none"> • Maintain units by: <ul style="list-style-type: none"> ○ Ensuring the unit integrity is upheld and any maintenance issues are elevated to Centre Manager. ○ Ensuring units are kept well stocked and consumables/resources are maintained ○ Ensure units are maintained in a clean and tidy condition at all times ○ Ensure the thorough assessment of any suspected or confirmed infectious felines or canines at time of admission. This includes but is not limited to: <ul style="list-style-type: none"> ○ Ultraviolet lamping ○ Flea and Worm treatments ○ Nose – Tail examination ○ Microchip scanning • Ensure Quarantine unit is kept tidy and organised and is compliant with all policies and procedure.
<ul style="list-style-type: none"> • Administration 	<ul style="list-style-type: none"> • Ensure all monitoring, observations and notes are recorded. These may include but are not limited to: <ul style="list-style-type: none"> ○ Contributing detail of behaviours to aid in the assessment and suitability for rehoming ○ Maintaining objective and professional records required for Inspectorate cases ○ Completing all monitoring and observation records relating to health ○ Signing off any medication or treatments administered • Ensuring the centre database maintains accurate information • Ensuring comprehensive hand-over notes to other staff members/volunteers/fosterers • Any animals requiring disclaimers/Indemnities have them attached to their records before they are available for adoption
<ul style="list-style-type: none"> • Customer Service 	<ul style="list-style-type: none"> • Providing excellent customer service and ensuring that this is a top priority. • Provide support to the reception area as required. Duties may include but are not limited to: <ul style="list-style-type: none"> ○ Processing animal adoptions including discussions with potential adopters to match the right animals with the right person ○ Welcoming walk in members of public to the SPCA, assisting them with advice, directions and other as required. ○ Ensures that all members of the public are treated in a non-judgemental manner, with respect and empathy.

	<ul style="list-style-type: none"> ○ Responding to telephone calls, messages and emails in a timely manner with accurate and helpful information. ○ Promotion and sale of retail items and merchandising ● Ensuring that the Reception area and associated areas are kept clean and tidy at all times.
<ul style="list-style-type: none"> ● Education/Promotion of SPCA Brand 	<ul style="list-style-type: none"> ● Educate and offer advice and literature to owners / carers of animals which seeks to improve or maintain welfare of animal(s) and prevent and alleviate suffering ● Present and promote the work of the SPCA in all interactions with members of the public in order to improve the branch's profile and potential financial support
<ul style="list-style-type: none"> ● Personal and Continuing Education 	<ul style="list-style-type: none"> ● Identify opportunities to maintain own current skill set and learn new skills. ● Keep up to date with changes required for the role. ● Attend training as identified. ● Competence and skill level is maintained to perform role(s) to highest ability. ● Meets objectives set at annual performance review
<ul style="list-style-type: none"> ● Actively Contributes to Health and Safety 	<ul style="list-style-type: none"> ● Ensures compliance with the Health and Safety Act 2015 by: <ul style="list-style-type: none"> ● taking reasonable care of your own health and safety and ensure that you don't cause harm to others ● complying with all health and safety instructions, policies or procedures, including but not limited to; <ul style="list-style-type: none"> ○ reporting incidents and unsafe practices as soon as they occur ○ identifying risks, reporting them and taking appropriate action to mitigate them ○ knowledge, and compliance of, emergency procedures ● Completing mandatory training within the required timeframes
<ul style="list-style-type: none"> ● Volunteer Support and Supervision 	<ul style="list-style-type: none"> ● Ensure the volunteers are well trained, coached and supported. Elevating any concerns or queries to the Volunteer Coordinator. ● Ensures safety, support and wellbeing of Volunteers working in your team ● Ensures Volunteers' duties and tasks are carried out in a safe and appropriate manner ● Ensures professionalism and respect in all interactions with SPCA Volunteers
<ul style="list-style-type: none"> ● Other Duties 	<ul style="list-style-type: none"> ● To provide Centre Manager coverage for SPCA Timaru Centres as required. ● Assist with the overall upkeep and

	<p>presentation of the Centre</p> <ul style="list-style-type: none"> • Maintaining effective working relationships with all Centre Staff • As a key member of the Animal Care Team, assist to ensure that every staff member is supported by the work you carry out and that your contribution to the overall staff attitude is a positive one. • Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit the scope or the functions of the position. Duties and responsibilities can be amended from time to time by the Centre Manager.
--	--

INTERNAL/EXTERNAL FUNCTIONAL RELATIONSHIPS:

- SPCA Centre Manager
- All SPCA Centre staff, volunteers and fosterers
- Area Manager and GM Southern Region
- All other SPCA staff
- All other SPCA Volunteers and fosterers
- Animal Welfare Agencies
- Members of the Public
- Auditors (internal & external)
- Members and Donors
- Corporate Sponsors
- Service Providers and Suppliers
- Vet Clinics
- NZ Police
- District Councils

PERSON SPECIFICATION:

Knowledge and Experience

- Experience and evidence based skills in animal care, handling, behaviour, enrichment and welfare
- Experience working as an effective and positive team member
- Applicable tertiary qualification e.g. animal welfare, canine/feline training and behavior
- Experience in handling dogs, preferably in a kennelling environment
- Confidence in handling companion animals displaying a range of temperaments
- A sound understanding of animal behaviour – normal v abnormal
- An understanding of Contagious and Zoonotic diseases is desirable
- A Certificate in Animal Care or equivalent is preferable
- Experience in Customer Service is beneficial

Skills and Abilities

- Good interpersonal skills – ability to build rapport with employees, volunteers, other stakeholders and suppliers
- Good communication skills
- Effective time management skills, organisation and planning abilities
- Active, physically able to cope with the rigor of the job (canine team specifically)
- Sound computer skills including the use of e-mail, internet and Microsoft Office applications.

Personal Attributes

- A commitment to high quality work and professionalism
- Customer focused
- Highly organised with the ability to prioritise, multi task and meet expected deadlines
- Attention to detail
- Ability to manage confidential information with responsibility and integrity
- Ability to manage stress and handle emotional situations while retaining empathy
- Able to make sound, informed decisions based on animal welfare
- Excellent written and oral communication skills
- Is professional and works collaboratively with all members of staff, including Volunteers.
- Demonstrated strengths in accuracy, precision and attention to detail.
- Ability to work effectively as part of a team as well as to work alone.
- Commitment to ongoing professional development.
- Demonstrated flexibility and adaptability (will include flexibility of hours)

