



Bucks County

Society for the Prevention of Cruelty to Animals

www.bcsPCA.org

JOB ANNOUNCEMENT

Job Title: **Animal and Customer Care Technician**
Reports to: Shelter Manager
Status: Nonexempt/Hourly

SUMMARY

This position will primarily perform customer care, animal care, general housekeeping, and basic office functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Performs all job duties in an efficient, positive, helpful manner with good internal customer service to staff and volunteers. Participates in and promotes BCSPCA safety programs. Willingly assists public in all aspects of BCSPCA programs. Shares information to enhance the public's knowledge of animal welfare, as well as their knowledge of the BCSPCA's mission and policies in a helpful, positive, and timely fashion.

- Provides excellent customer service: greets all shelter visitors upon arrival, assists with adoptions and animal intakes as trained, helps answer client's questions with appropriate information,
- Ensures that animals are fed, groomed and exercised daily according to shelter procedures and veterinarian's instructions.
- Keeps shelter stocked including exam rooms, treatment rooms or food shelves.
- Keeps the shelter clean and sanitized daily including vacuuming and mopping flooring throughout the shelter and cleans all surfaces.
- Administers medications and special feedings, as needed.
- Washes, dries and folds laundry; cleans bowls and litter pans.
- Documents food and water intake and excretions; notifies Shelter Management and veterinarians about abnormalities according to shelter procedures.
- Completes office work, answering phones in a courteous manner, filing paperwork, and data entry/recordkeeping.
- Provide proper restraint of all species.
- Maintain equipment in a proper function and bring to attention of management equipment that needs repair.
- Perform other duties as assigned.

EDUCATION

- High school diploma or equivalent required

WORK EXPERIENCE and TECHNICAL SKILLS

- Excellent customer service and communication skills
- Experience with animal care preferred
- Ability to take direction and work consistently with a positive attitude
- Meticulous recordkeeping skills and attention to detail
- Strong organizational skills including self-motivation and reliability
- Ability to work in a positive manner in a team environment to assure all of BCSPCA's goals are met
- Mid-level computer skills including working knowledge of Microsoft Office programs and internet technology; use of standard office equipment including but not limited to fax machines, scanners, copy machines, and printers

LANGUAGE SKILLS

- Excellent verbal and written communication skills
- Ability to convey instructions and information in a clear positive manner to co-workers and volunteers
- Friendly and outgoing communication style
- Good listening skills
- Ability to impart information in a non-condescending yet clear manner

Administrative Offices and Lahaska Shelter:
1665 Street Rd
P.O. Box 277
Lahaska PA 18931
215-794-7425

Upper Bucks Shelter:
60 Reservoir Rd
Quakertown, PA 18951
267-347-4674

REASONING ABILITY

- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Good decision-making and leadership skills
- Excellent observational skills

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid State of Pennsylvania driver's license and a great driving record

OTHER SKILLS and ABILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand; walk; and use hands to finger, handle, or feel. The employee must occasionally lift and/or move up to 60 pounds. Specific vision abilities required by this job include close vision.

WORK ENVIRONMENT

The work environment described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate, but can be quite high at times (kennel areas). The position cannot be performed remotely, and it is therefore not eligible for telecommuting.