POSITION DESCRIPTION

TITLE: Intake Specialist **FLSA STATUS:** Non-Exempt

DEPARTMENT: Animal Welfare **EFFECTIVE DATE:** 3/4/17

JOB SUMMARY: Intake of stray, surrendered, orphaned, seized and/or injured pets and wildlife. Intake process includes customer service, information gathering, thorough and accurate database input, medical exam of animals, vaccination, deworming, flea control administration and housing. Other Intake responsibilities include, but are not limited to, proactive lost/found and reclaim services, shelter diversion services (pet food pantry, information and referral, etc.), euthanasia and cleaning.

VISION: Reduce shelter intake and length of stay in the shelter through the provision of helpful, supportive, non-judgemental, proactive services that reunite lost pets with owners, give owners tools to be able to keep their pets, and partner with the people of our community in innovative ways to make life better for people and pets.

INTRODUCTION: Do you love animals? OK, we know the answer to that, but do you love humans? Like, all kinds of humans, even if they aren't just like you? If the answer is yes, keep reading!
Young-Williams is looking for an outgoing, ultra-helpful, multi-tasking superstar to join our intake team. If the following describes you, we want you to apply!

- You have amazing people skills. We're not just talking "some customer service experience", you're a compassionate "people person" who truly enjoys making customers, volunteers and staff feel welcome, valued and important.
- You're in your element when you're helping and teaching, and you do it without judgement or condesention
- You're the consummate team player and your coworkers can't stand the thought of working on a day you aren't there
- You are a multi-tasker extraordinaire who can do a variety of things well at the same time, and make good decisions when managing competing priorities
- You're helpful and kind, and always advocating for your customers, coworkers, volunteers and of course, the animals
- You're open to new ideas, comfortable with change and endlessly optimistic
- You can follow directions but aren't afraid to ask for help when you are out of your comfort zone

- You excel at finding creative solutions that make everyone happy, even in challenging or delicate situations

ORGANIZATIONAL RELATIONSHIPS:

This position is supervised by: Intake supervisor
                                             Director of Shelter Operations

ESSENTIAL FUNCTIONS OF THE JOB INCLUDE:

Customer Service:
1. Greet and assist all visitors in a professional, warm and positive manner
2. Answer phones and e-mail with helpful, clear and efficient information
3. Assist customers inquiring about pet surrender with empathy and compassion, not judgement.
4. For every stray pet turned in to the shelter, think "lost", not "stray" and practice proactive pet recovery methods to reconnect people and lost pets.

Animal Care:
1. Ensure that all animal intake areas are maintained in a clean, sanitary, and comfortable manner as per policy.
2. Feed and water temporary housing areas on a daily basis, while monitoring physical condition and the behavior of each animal
3. Report the need for veterinary intervention of sick or injured animals
4. Following the protocols of YWAC, vaccinate and deworm all animals on intake.
5. Safe and humane handling and movement of incoming animals
6. Humanely euthanize animals when assigned.

Administrative:
1. Ensure that paperwork and records are maintained accurately and entered properly into the Petpoint data base.
2. Develop a working knowledge of the YWAC's procedures, guidelines, and protocols
3. Knowledge of animal regulations for city, county and state.
4. Reunite lost pets with owners by tracking down, following through on and documenting all leads available

OTHER DUTIES/FUNCTIONS:
1. Provide support to the YWAC's team effort including, but not limited to:
   a. Communicate regularly with supervisors and coworkers to ensure that they area aware of any issues pertinent to their areas of responsibility
   b. Participate in staff meetings to share ideas and suggestions for improving animal care and the quality of the organization as a whole

POSITION SPECIFICATIONS:
1. Required
   a. Positive, optimistic outlook
   b. High school diploma or equivalent
   c. Minimum 2 years customer service experience
   d. Proven ability to handle multiple tasks in a busy workplace environment
   e. Experienced and comfortable working with a database
   f. Ability to accurately perform basic mathematical calculation
   g. Understanding of humane care and treatment of animals
   h. Willingness to attain certification as a euthanasia technician within the first six months of employment
2. Preferred
   a. Understanding of animal behavior and/or common medical concerns
   b. Volunteer experience (people or animals)
   c. Advanced computer skills
   d. Knowledge of Petpoint database

WORKING CONDITIONS:
1. Indoors in a high noise air-conditioned/heated building, outdoors at shelter or on-location for various activities
2. Equipment use:
   a. Includes use of PC, printer, copy machine, fax machine, telephone, and cleaning equipment and supplies
3. Work hours:
   a. Work hours will vary
   b. Evening and weekend and holiday hours will be required
4. Regular exposure to animals and their bodily fluids, cleaning chemicals, fumes, dust, bites, and scratches.
5. Heavy lifting and/or moving up to 100 pounds with assistance
6. Regular upright movement, such as standing or walking
7. Working independently, with minimal supervision
8. Working in this field requires the development of self-care skills to combat compassion fatigue

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship.

APPROVED: _____   _____
                     Animal Intake Supervisor   DATE

               _____   _____
                     Director of Shelter Operations   DATE