



Humane Society of Western Montana

PAWS Job Description

Job Title: Pet Adoption & Welfare Specialist (PAWS)

Department: Operations

Classification: Full/part-time, hourly, non-exempt, non-seasonal

Organizational Relationships: Reports to Director of Operations in conjunction with Shelter Manager(s);
Works closely with and supervises Volunteers

Position Summary

Responsible for providing excellent customer and animal care. Seeks responsible, loving homes for every animal. Ensures that every interaction is a positive one. Performs cleaning/monitoring duties, intakes and assessments to provide an understanding of each animal's individual needs and makes humane, responsible decisions for each animal in our care. Assists in the implementation of HSWM's policies and programs. Practices safety in all job responsibilities. Upholds the values and mission of HSWM and, above all, practices the humane treatment of all animals.

Professional Performance

- Practices the humane treatment of all animals
- Adheres to the HSWM Workplace Culture Agreement, mission, core values, position statements and principles of the Employee Handbook
- Attends staff meetings and shelter-sponsored events
- Stays informed about shelter schedule and communications utilizing established tools
- Maintains a working knowledge of shelter programs and services, general operations and training and enrichment tools
- Demonstrates a capacity to work with members of the community with a high degree of professionalism, discretion and confidentiality

Representative Duties & Responsibilities

❖ Cleaning and Maintenance

- Oversees and participates in cleaning of cages, kennels and animal spaces
- Maintains safe, sanitary and organized work environment
- Performs janitorial and maintenance duties
- Maintains and files shelter records

❖ Health and Behavior Enrichment

- Monitors and records health and behaviors as assigned
- Feeds animals appropriately
- Ensures animals have access to adequate water
- Ensures animals' spaces are clean and appropriately enriched at all times

- Updates medical/behavioral monitor forms with relevant details and needs

❖ **Customer Experience**

- Stays informed about shelter schedule and communications utilizing established tools
- Answers multi-line phone system and responds to messages by end of day
- Maintains a working knowledge of training and enrichment tools
- Greets every person every time and practices CBA's (customers before anything)

❖ **Intake Program**

- Provides resources and options to families needing to rehome their pets
- Prepares kennels and/or cages for incoming pets, including maintaining cage identification cards
- Assists with intake wellness exams
- Maintains PetPoint, Facebook, website and Craigslist postings and records
- Refers animals outside established program guidelines to Director of Operations and/or Behaviorist for further assessment

❖ **Safety Net Program**

- Maintains a current knowledge of resources that help people keep their pets
- Assists patrons utilizing Safety Net programs, including TNR program, S/N program, Behavior Helpline and others as appropriate to the situation

❖ **Adoption Program**

- Has knowledge of and performs cat and dog personality assessments as needed
- Maintains knowledge of pets in our care and assists Senior PAWS in matching pets with people
- Prepares adoption materials and readies pets for adoption
- Assists with and attends special and/or off-site adoption events

- ❖ **Cover-all Clause:** Accepts and completes, in a timely fashion, special projects as assigned by the Supervisors and Directors

Qualifications

- High School education or GED
- Animal handling and behavior experience appreciated
- Customer service experience required
- Must be able to work in all types of weather
- Ability to prioritize and work independently
- Detail-oriented approach to task/project management
- Animal and people enthusiast
- Ability to solve problems quickly and thoughtfully
- Ability to lift at least 25 pounds regularly
- Ability to work safely with a variety of cleaning supplies and operate maintenance equipment

Working Conditions

Work is performed in a fast pace, animal-oriented environment. Potential for exposure to environmental factors such as high noise levels; temperature fluctuations; sanitation chemicals; animal waste; zoonotic diseases - including but not limited Ringworm, Toxoplasmosis, Leptospirosis and Canine Brucellosis; sharp objects; fractious

animals; and/or emotional persons. Potential for exposure to various weather conditions when working outside. We are often recording our work, staff, customers and pets for media and training purposes.

❖ **Typical Physical Demands**

- Requires standing and/or walking for long periods of time
- Requires bending, stretching, frequent lifting of 50 pounds and animals of moderate weight
- Requires physical dexterity to acceptably manage the animals and perform job duties

❖ **Typical Work Schedule**

This position is typically scheduled to work four 10 hour days each week, with the potential to include weekends and holidays. Hours may extend beyond normal shifts/work days depending on the needs of the shelter. Potential to travel monthly (excluding winter) with a team of HSWM employees on spay/neuter/vaccine outreach trips, for trips of 1-3 days duration.

This job description does not imply a contract to work or a guarantee of minimum or maximum hours.