

Agency Members

City of Campbell
 City of Monte Sereno
 City of Mountain View
 City of Santa Clara
 Town of Los Gatos

3370 Thomas Road
 Santa Clara, CA 95054
 Telephone • (408) 764-0344
 Facsimile • (408) 988-5411
 Web site • www.svaca.com

JOB DESCRIPTION

C A R E S P E C I A L I S T

THE POSITION	<p>Under direction from the Shelter Manager, the Care Specialist will be responsible for a variety of animal and customer care duties including the care of all shelter animals in order to ensure that all animals receive high quality and humane care, dispatch Animal Control Officers and provide clerical support for Animal Licensing. This is an at-will position.</p>
EXAMPLES OF DUTIES	<ul style="list-style-type: none"> ◆ Answer in-coming calls from the public requesting service and other information. ◆ Transmit requests for animal control services to officers in the field. ◆ Provide care for all shelter animals including, but not limited to, feeding, cleaning and monitoring animal health. ◆ Perform euthanasia. ◆ Handle and dispose of dead animals. ◆ Process animal adoptions and reclaims. ◆ Assist with spay neuter clinic functions. ◆ Process animal license applications. ◆ Perform miscellaneous office and animal care duties. ◆ Perform related duties as assigned.
WORKING CONDITIONS and PHYSICAL REQUIREMENTS	<ul style="list-style-type: none"> ◆ Must have two years paid employment experience requiring independent decision making and high level of public contact. ◆ Must hold a California State Euthanasia Certificate along with demonstrated ability and skill in humane euthanasia techniques or ability to obtain certification within six months of employment. ◆ Must have high school diploma, G.E.D equivalency, or a high school proficiency certificate. ◆ Must possess a valid California driver's license with a clear driving record and be insurable. ◆ Must have knowledge of modern office methods, procedures and equipment. ◆ Must have computer training and/or experience. ◆ Must have the ability to work quickly, efficiently and be well organized. ◆ Will work both indoors and outdoors in all weather conditions during daylight and after dark. ◆ Will be exposed to loud noise, offensive odors, chemicals, animal parasites and excreta. ◆ Will work with healthy, sick, dead and fractious animals. ◆ Will work with difficult and irate customers. ◆ Will be required to stand or sit for long periods of time, walk, reach, frequent bending and stooping, lift and carry up to 75 lbs. without assistance. ◆ Will perform euthanasia which may cause physical or emotional stress. ◆ Must work rotating shifts, weekends, holidays and overtime as needed.
DESIRABLE QUALIFICATIONS	<ul style="list-style-type: none"> ◆ Excellent customer service and conflict resolution skills. ◆ Prior experience in animal services. ◆ Knowledge and demonstrated ability to identify animal breeds, age and health conditions. ◆ Knowledge and skills in the humane care and handling of animals. ◆ Knowledge of basic animal behavior.