

**JOB TITLE:** Pet Resource Specialist  
**DIVISION:** Executive  
**SERVICE CTR:** Animal Services  
**FLSA:** Non-Exempt

**JCC#:** F261PR  
**DATE:** 09/22/20

**ESSENTIAL JOB FUNCTIONS:** Works under the general direction of an assigned supervisor at Memphis Animal Services. Logs and responds to incoming calls to the Pet Resource line and connect owners with resources like the pet food pantry, free or low-cost spay/neuter services, and other resources as needed. Provides callers with available alternatives in an effort to decrease the number of animals being surrendered. Provides accurate information in a clear and concise manner in accordance with policies. Educates patrons about responsible pet ownership and care. Assists citizens with stray animals they find either through intake for community cats or by providing resources through the Found Foster program for dogs. Handles incoming calls from the public relating to the surrendering of an animal and processes the intake of an animal into the shelter when necessary. Processes the intake of an animal by completing all the necessary animal paperwork and entering all intake information into the shelter management system in accordance with policies. Assists in administering vaccinations and other wellness services in accordance with policies. Handles and places animals of different temperaments and health conditions in temporary receiving area for assessment. Conducts follow-up calls to no-shows for evaluation purposes. Provides daily cleaning and feeding for animals temporarily housed in the intake area. Maintains neatness and cleanliness in areas surrounding the intake area on a daily. Stays current on updated promotions, shelter services, shelter programs and adoption efforts. Adheres to MAS's disease management and safety precautions.

**OTHER FUNCTIONS:**

1. Assists the public in locating and redeeming lost pets and providing information on pet adoption and redemption procedures.
2. Performs additional functions (essential or otherwise) which may be assigned.

**TYPICAL PHYSICAL DEMANDS:** Must be able to communicate clearly both verbally and in writing.

Requires the ability to operate general office equipment, such as a computer, calculator and telephone.

Requires the ability to use equipment, such as hoses and ladders, cleans, lifts, and handles incoming animals, such as dogs and cats, weighing up to 25 lbs. and 50 lbs. with assistance. Constant lifting, standing, and traversing shelter grounds as well as bending and reaching to clean kennels required.

**TYPICAL WORKING CONDITIONS:** Work is performed in an animal shelter/clinic environment using sterile techniques related to clinic operations. Frequent exposure to noise, fumes, pet hair, dandruff, and unpleasant odors. Involves contact with staff, visitors, volunteers, rescue workers and the general public. Must be able to be medically capable of handling and dealing with animals.

**MINIMUM QUALIFICATIONS:** High School graduate and three (3) years of work experience in animal care to include some specific experience in veterinary medical and surgical procedures; or any combination of experience or training which enables one to perform the essential job functions. Basic computer and typing skills preferred. May be required to complete a battery of tests as deemed appropriate by Human Resources to evaluate competencies associated with the job.

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Kedric Thompson

09/28/20

William C. Byrd Jr.

WRITTEN BY:

DATE:

COMPENSATION MGMT APPROVAL:

DIVISION APPROVAL

DATE: