

Primary Function: Under the direct supervision of the PAC Supervisor, the Adoptions Associate will answer telephones, greet and interact with customers, conduct pet adoptions, and help care for the animals in the adoption center.

Essential Duties & Responsibilities:

- Work the front counter assisting the public and visitors with animal adoption related matters.
- Answer all incoming calls by providing accurate information and excellent customer service to the public and as necessary direct calls to the appropriate personnel.
- Assist with cleaning kennels and cages.
- Review animal screening forms to assist in determining suitable adoptions.
- May assist with in-take of animals.
- Occasionally handle animals at front counter safely.
- Provide general office and clerical support as needed.
- Sell merchandise and other spcaLA supplies to public and staff
- Other duties as assigned.

Job Related & Essential Qualifications:

- Proven customer service experience
- Experience working with animals in a sheltering or commercial environment is desirable.
- Ability to work well and communicate effectively with the public, fellow employees and volunteers.
- Ability to work efficiently under pressure and show maturity and good judgment.
- Must be able to work comfortably and safely with all types of animals.

Knowledge of:

- Various breeds of dogs, cats and other domestic animals.
- Various kinds of animal behavior.
- Basic domestic animal care; safe and humane animal handling.
- Computer operations and multi-line telephones.

Physical demands:

- Requires the ability to stand, walk, run, sit and kneel, crouch or crawl and climb different levels of height.
- Perform works which involves frequent lifting, carrying and/or pushing of 25 lb. and occasionally lift, push and/or move up to 50 lb. or more. The employee will also be required to lift and carry equipment and supplies.
- While performing this job the employee is regularly required to use hands & fingers; handle or feel objects, tools or controls; reach with hands and arms; and talk and listen.
- Work with and restrain animals of all sizes.

Working Conditions:

- Dealing with possible unruly, vicious and dangerous animals and impounding the same safely and humanely
- Dealing with possible hostile or overly emotional public
- Ability to handle heavy and fast-paced workload; strenuous physical activity
- Possible exposure to parasites and infectious diseases
- Must be willing to work irregular hours, shifts, weekends, holidays and standby
- Exposure to all types of weather conditions
- The noise level in performing this job varies depending on the task being performed.

Salary Range: \$14.25/hour This is a full time position with benefits

Application Deadline: Positions Open Until Filled

Employment Location: spcaLA
5026 W. Jefferson Blvd.
Los Angeles, CA 90016

Email resume to Jobs@spcaLA.com