



Society for the Prevention  
of Cruelty to Animals  
Los Angeles, since 1877

## Animal Care Counselor JOB ANNOUNCEMENT

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**Primary Function:** Under the direct supervision of the PAC Supervisor, conducts pet adoptions, sells merchandise, and gives quality customer service to the public, fellow staff and all visitors of the facility.

### Essential Duties & Responsibilities:

- Work the front counter assisting the public and visitors with animal adoption related matters.
- Sell merchandise and other spcaLA supplies to public and staff.
- May assist with in-take of animals.
- Review animal screening forms to assist in determining suitable adoptions.
- Assist with answering telephones, and effectively dealing with inquiries pertaining to animal adoptions, days and hours of operation, merchandise sales and other general information.
- Operate a cash register and/or computer terminal regularly.
- Assist with cleaning kennels and cages as needed.
- Occasionally handle animals at front counter safely and with confidence.
- Provide general office and clerical support as needed.
- 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, fax machines, cash registers 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:**

\$12/hour

This is a full time non-exempt position with benefits.

**Employment Location:**

South Bay Pet Adoption Center

12910 Yukon Avenue

Hawthorne, CA 90250

Apply in person or email resume to [Jobs@spcaLA.com](mailto:Jobs@spcaLA.com)