

Administrative and Animal Care Assistant

The Administrative and Animal Care Assistant is primarily responsible for providing support to staff members where needed most, either in an administrative or animal care capacity. Representing and portraying Black Dog Animal Rescue's mission and values by providing excellent customer service. Performs general office work in support of department operations. The work involves routing and tracking incoming adoption applications, data entry of animal medical records, providing general office support and customer services such as telephone and visitor receptionist, typing and data entry, relaying information to adopters, and other general office clerical tasks. Performs general animal care work in support of department operations. This work involves assisting with transports, new animal intakes, keeping the animal care spaces clean and tidy, and assisting with animal care.

The ideal candidate will possess a wide-range of skills and the desire and ability to acquire more. Possessing strong skills in the following areas are vital for success at BDAR; accountability, effective communication, customer service and relationship management, judgment and decision making, teamwork, and cooperation. This position will demand the ability to multi-task and stay organized in an ever changing work environment.

Position Summary:

- Route and track incoming adoption applications, conduct timely and accurate data entry of animal medical records, schedule and coordinate basic veterinary appointments, prepare for adoption drives, and perform other duties as assigned by the Executive Director relating to adoptions, medical records, and the volunteer program.
- Perform general office work in support of department operations. The work involves providing general office support and customer services such as telephone and visitor receptionist, typing and data entry, relaying information to adopters, and other general office clerical tasks. Provide customer service in person, by phone, and via email. Route messages accordingly. Scan and store documents, and maintain reception order and cleanliness.
- Perform general animal care work in support of department operations. This work involves assisting with transports, new animal intakes, keeping the animal care spaces clean and tidy, assisting with animal care including daily feeding and litter changes for resident and adoptable cats, watch over and provide comfort care and basic provisions for visiting dogs including bathroom and play breaks, maintain cleanliness and order of warehouse, cat and dog kennels, storage areas, and pet food pantry.
- Process adoption applications and facilitate adoptions as needed.

Knowledge Skills, and Abilities: This position will require a wide range of skills. Candidates need not possess all of them in order to qualify; however, a desire to identify and correct skills deficits along the way will be helpful.

- Google Suite; Google Drive, Google Docs, and Google Sheets, e-mail communications, shared files, animal handling and safety, disease prevention, electronic data-entry.
- Written and spoken communication, prioritization, multi-tasking, customer service.
- Accomplish tasks despite frequent interruption, lift 50 pounds, handle large, powerful dogs, bend and stoop
- Learn new skills, adapt to a changing environment, work independently

Education and Experience:

Minimum high school graduate or GED. Preferred 2 years experience in customer service, veterinary practice, animal shelter, or similar field.

Working Conditions and Travel:

This position will mainly be conducted in an indoor office environment, expect to work in and around animals, animal fur, dander and waste with occasional exposure to high stress levels. Some work off-shift (holidays, weekends) and fluctuating hours may be needed. Prepare for exposure to high noise levels and zoonotic diseases when around animals and exposure to all weather conditions when working at outdoor events.

This position may require some travel, mainly associated with the transport of animals.

Compensation and Benefits

- This is a full-time, non-exempt, hourly position starting at \$15 per hour.
- Dental, Vision, Life, Short-term and Long-term disability insurance offered after 60 days of employment.
- BDAR does not offer health insurance but can refer you to an agent who will help you navigate the Health Insurance Marketplace.
- Two weeks of PTO after 6 months of employment
- Ability to bring pets to work
- SIMPLE IRA with 3% match