



Charlottesville-Albemarle SPCA Job Description

Position: Rescue & Retention Specialist
Job Status: Non-Exempt
Reports to: Intake Manager
Revision Date: 8/25/2021

Position Summary:

The Rescue & Retention Specialist delivers welcoming, solution-oriented client services to all visitors of the Charlottesville-Albemarle SPCA. **Responsible for all aspects of the day-to-day operations relating to the intake of animals into the shelter. This includes but is not limited to: animal intake, intake photos, lost and found, animal licensing, pet retention counseling, owner surrenders/returns, custody records, animal care, planning/participating in rescue trips, and customer service messages, emails and calls.** Maintains accurate recordkeeping, provides empathetic counseling, and facilitates a safe and healthy work environment.

Essential Duties / Responsibilities:

- Receives incoming animals and accurately files animal records.
- Supports community pet retention by tracking and responding to lost and found pet reports.
- Provides prompt and exceptional customer service and clear communication of services via all platforms (in person, email, or telephone).
- Enters data into shelter database that is prompt, objective, and clear, according to existing protocol.
- Participate in transport program operations, including traveling to our partner shelters, selecting animals to transfer in, and cleaning the transport vehicles according to protocol.
- Cleans and cares for animals housed in the Lobby area.
- Receives and promptly distributes donations from members of the public.
- Works cooperatively with all departments, staff and volunteers, and provides excellent customer service both internally and externally.
- Maintains an organized and strategically arranged workspace.
- Remains positive and mission focused while under stress.
- Performs other tasks duties as assigned, as requested by the Intake Manager.

Physical Requirements and Work Environment

- Ability to lift and transport materials weighing up to 50 pounds
- Must be comfortable safely driving all SPCA transport vans and Compassionate Care-A-Van, abiding by all traffic laws.
- Must have the ability to get along well with a variety of people, as well as demonstrate ability to handle sensitive and confidential situations and information.
- Ability to humanely handle and effectively communicate a wide array of animal behaviors.

- Have a high level of manual dexterity
- The ability to bend and squat and stand for significant periods of time.
- Exposure to disinfectant solutions.
- Subject to animal bites and scratches while handling animals
- Exposure to animals and animal allergens under conditions with limited alternatives available
- Must be available to work weekends and holidays as deemed necessary

Qualifications:

- Associate's Degree preferred
- Animal care experience preferred
- In-depth knowledge of customer service principles and practices required
- Must be highly motivated, with strong communication skills and a professional manner
- Must be a team player and self-starter, able to work in a fast-paced environment with minimal supervision
- Valid Virginia Driver's License