



## Career Service Authority

### Animal Care Attendant

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#### **GENERAL STATEMENT OF CLASS DUTIES**

Performs caretaking work for animals in custody of the Denver Municipal Animal Shelter (DMAS). Ensures that all animals have a clean living environment, drinking water and food as per feeding instructions. Properly restrains animals while being loaded/moved, and during veterinary examinations. Reports health concerns to veterinary staff. Socializes animals, verifies the paperwork to ensure health evaluation checklist is completed as instructed. Shelter attendants are expected to perform a high level of animal care and customer care.

#### **DISTINGUISHING CHARACTERISTICS**

This class is distinguished from Zoo Commissary Worker, which prepares scientifically recommended diets for zoo animals, maintains the zoo commissary kitchen facility, and receives and distributes various supplies and equipment. This class is also distinguished from Veterinary Technician, which monitors and participates in the care of animals at the DMAS including assists with care for ill and injured animals, injections, evaluates health and prioritize treatment of animals that enter the shelter, evaluates health of animals prior to placement for adoption, etc. This class is also distinguished from Zookeeper, which provides for the safe exhibition, handling, feeding and scientific husbandry of an assigned animal species at the Denver Zoo.

#### ***Guidelines, Difficulty and Decision Making Level:***

Procedures, methods and techniques to be used are well established with options to be considered well defined. Tools, work aids and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

#### ***Level of Supervision Received and Quality Review:***

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where factual information relative to the organization or its functions is received and relayed, or a service rendered, according to established procedures or instructions.

#### ***Level of Supervision Exercised:***

None

## ESSENTIAL DUTIES

Properly restrains animals while moving, loading, or during veterinary examinations.

Follow shelter protocols/procedures in releasing all animals, including those that are potentially dangerous to owners.

Reports any animal health concerns to veterinary staff and the supervisor.

Ensures that all animals have a clean shelter environment, have water at all times and food as per feeding instructions.

Treats animals with kindness and provides proper care at all times.

Works with treatable and manageable animals that can be rehabilitated to socialize them and make them adoptable.

Performs formal behavioral evaluations prior to animals being placed up for adoption as instructed.

Verifies animal against cage card for breed, color, and cage number before moving the animal.

Ensures that no animal(s) are walked by prospective new owners or owners without approval of shelter supervisor, shelter manger, or the Director.

Accurately logs information per standard procedures when completing move sheets, cage cards, reports, time sheets, and other required paperwork in a timely fashion.

Cleans and sanitizes all cages and kennels as per DMAS protocols.

Cleans cooler, bathrooms, entrance, lobby roll call room, locker room, bonding room, and office area as per instructions and conducts special cleaning projects as assigned.

Verifies the identity of animals to be euthanized per DMAS protocols. After training and proficiency testing and according to DMAS protocols, properly restrains animals for euthanasia, performs and completes required euthanasia paperwork.

Assists visitors looking for lost animals or animals for adoption and provides animal care information.

Responds to inquiries from citizens, rescue groups and others about adoption, rescue or placement of impounded animals, then places animals on special hold status per instructions and notifies management.

Attends all required training classes/meetings.

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Any one position may not include all of the duties listed.  
However, the allocation of positions will be determined by  
the amount of time spent in performing the essential duties  
listed above.  
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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge & Skills:***

**Animal Husbandry** – Knowledge of the proper care and handling of animals, including feeding, controlling, restraining, injuries, and general health.

**Integrity/Honesty** – Contributes to maintaining the integrity of the organization displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

**Conscientiousness** – Displays a high level of effort and commitment toward performing work and demonstrates responsible behavior.

**Attention to Detail** – Is thorough when performing work and conscientious about attending to detail.

**Interpersonal Skills** – Shows understanding, friendliness, courtesy, tact, empathy concerns, and politeness to others; develops and maintains effective relationships with others, etc.

**Visual Identification** – Accurately identifies people, animals, or objects based on knowledge of their characteristics.

**Reading** – Understands and interprets written material, including technical materials, rules, regulations, instructions, reports etc.

**Writing** – Recognizes or uses correct English grammar, punctuation and spelling; be able to communicate information in writing.

**Listening** – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

**Oral Communication** – Expresses information by making clear and convincing oral communications.

**Speaking** – Uses correct English grammar to organize and communicates ideas I works that are appropriate to listeners and situations and uses appropriate body language.

Knowledge of safety hazards and necessary safety precautions and establishes a safe working environment.

Knowledge of basic mathematics to be able to perform calculations needed in preparing animal foods i.e. numbers, etc.

### ***Physical Demands:***

**Agility:** Bends, stretches, twists, or reaches out with the body, arms, or legs.

**Eye/Hand Coordination:** Accurately coordinates one's eyes with one's fingers, wrist or arms to perform job related tasks.

**Stamina:** Exerts oneself physically over long periods of time without tiring.

**Physical Strength:** Exerts maximum muscle force to lift, push, pull, or carry objects, performs moderately laboring work.

**Standing:** Remaining on one's feet in an upright position.

**Walking:** Moving about on foot.

**Carrying:** Transporting an object, usually by hand, arm, or shoulder.

**Stooping:** Bending the body by bending spine at the waist.

**Reaching:** Extending the hand(s) and arm(s) in any direction.

**Handling:** Seizing, holding, grasping, or otherwise working with hand(s).

**Fingering:** Picking, pinching, or otherwise working with fingers.

**Talking:** Expressing or exchanging ideas by means of spoken words.

**Hearing:** Perceiving the nature of sounds by the ear.

Repetitive Motions: Making frequent movements with a part of the body.  
Lifting: Raising or lowering an object 25-75 pounds.  
Color Vision: Ability to distinguish different colors.

***Working Environment:***

Exposed to housekeeping/cleaning materials.  
Subject to burn/cuts.  
Exposed to cold weather conditions (indoor/outdoor).  
Subject to many interruptions.  
Exposed to odors in animal areas.  
Exposed to noise from barking dogs.  
Exposed to wet working conditions (cleaning kennels).  
Subject to bites and scratches from animals.

***Education Requirement:***

Graduation from high school or possession of a GED certificate desired.

***Experience Requirement:***

None

***Education/Experience Equivalency:***

None

***Licensure and/or Certification:***

None

**CLASS DETAIL**

***FLSA CODE:*** Non-Exempt

***ESTABLISHED DATE:*** 04/06/2008

***ESTABLISHED BY:*** Hameed Pousti

***REVISED DATE:***

***REVISED BY:***

***CLASS HISTORY:*** This is a new class