



pasadena humane society & spca

Boarding & Shelter Shop Associate

FLSA Classification
Full Time, Non-Exempt

REPORTS TO: Social Enterprise Manager

DIVISION: Administration

DEPARTMENT: Social Enterprise

PROGRAM: Boarding and Shelter Shop

JOB DESCRIPTION

SUMMARY/OBJECTIVE

To develop and oversee Pasadena Humane Society's canine boarding, playtime and walk services.

SUPERVISORY RESPONSIBILITIES: None.

JOB DUTIES AND RESPONSIBILITIES

- Oversee boarding playtime and walk services.
- Schedule boarding, playtime and walk reservations.
- Walk and play with boarding dogs, take pictures and create reports to send to boarding dog parents.
- Clean and disinfect the play yard including grass, bowls, toys, pools and trash.
- Assist with cleaning dog kennels.
- Train volunteers to do social walks and playgroup
- Open and close store.
- Handle cash register, ring up customers, perform tasks such as entering discounts, counting money, balancing cash drawer, and making deposits.
- Mark, arrange and display merchandise to promote sales.
- Clean store, shelves, counters, floors and tables.
- Describe merchandise and answer questions regarding the store and its products.
- Ensure a positive, educational approach to customer service with a goal of educating the public and keeping animals in homes as appropriate.
- Promote positive relations with the general public, volunteers and staff while promoting PHS programs, policies and philosophies.
- Uphold Pasadena Humane Society's mission and contribute to building a culture of philanthropy.
- Ensure a safe working environment and actively participate in PHS safety programs.
- Participate as needed in special department projects.
- Work as a team member with other departments.
- Create additional enrichment services to increase revenue.



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- Perform other duties as assigned.

REQUIREMENTS AND QUALIFICATIONS

- Must be able to lift 50 pounds.
- Must not be allergic to dogs.
- Must interact positively with supervisor, management, coworkers, volunteers and the public to promote a team effort and maintain a positive and professional approach.
- Must come to work regularly and on time, follow directions, take criticism, get along with coworkers and supervisors, treat coworkers, supervisory staff, members and guests with respect, courtesy, and refrain from abusive, insubordinate and/or violent behavior.
- Must be able to work independently with minimal supervision.

SKILLS AND QUALIFICATIONS

- High school graduate (or GED/proficiency certificate).
- Must be at least 18 years of age at the time of appointment.
- Have the ability to stay standing or active during entire shift.
- Proficient in computer applications, including the shelter system, Microsoft suite, email and retail POS systems.
- Strong sense of professional judgement and ability to maintain confidentiality.

WORK SCHEDULE

- Must come to work regularly and on time. Must be available for early hours. Must be able to work early hours according to the needs of the department schedule, including weekends and holidays.

WORKING CONDITIONS

- Fast-paced environment. Employees are exposed to numerous animals (live and deceased), including those with uncertain dispositions. They are required to act in a safe and responsible manner.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle or feel; reach with hands and arms, climb or balance, stoop kneel, crouch, crawl; talk or hear and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.



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The Pasadena Humane Society and SPCA is an Equal Opportunity Employer. It is our policy not to engage in discrimination against any individual, or harassment of any person seeking employment with our organization on the basis of race, color, national origin, religion, sex, gender identity, pregnancy, physical or mental disability, medical condition, ancestry, marital status, age, sexual orientation, citizenship, genetic information or status as a covered veteran including those with criminal histories, in a manner consistent with the requirements of applicable state and local laws. This policy applies to all employment practices, including recruitment, selection, promotion, transfer, merit increase, salary, training and development, demotion, and separation. This policy is intended to be consistent with the provisions of applicable State and Federal laws. Federal law requires proof of citizenship or "alien right-to-work" status. PHS maintains a drug-free workplace and performs pre-employment substance abuse testing.