



Title: Animal Care Specialist

Position Summary: Under the direction of the Animal Care & Behavior Supervisor, the Animal Care Specialist provides a high standard of animal care to ensure the welfare of the animals housed at Animal Rescue League of Berks County (ARL). S/he creates a healthy environment for all animals by monitoring their health and behavior, maintaining the cleanliness of kennels and surrounding areas, and providing exercise and socialization. This person will be responsible for supporting positive outcomes for animals through compassionate care, observation, handling, and customer service. The Animal Care Specialist works collaboratively with medical, behavior, client services, volunteer, and operations teams to ensure a safe, clean, and humane environment for animals, staff, volunteers, and visitors.

Supervisor: Animal Care & Behavior Supervisor

ARL Culture: Working at the ARL requires a positive attitude and high emotional intelligence. We have an inclusive, mission-driven, people-first culture of compassion in adherence with our organizational values (www.berksarl.org/values) and the animal-sheltering industry's human-animal support services model (www.humananimalsupportservices.org). Advocacy of the ARL and animal welfare as it relates to animal sheltering is central to organizational goals and community/stakeholder conversations.

Staff members at all levels are expected to be ARL mission ambassadors. This person will be devoted to assisting the organization accomplish the necessary philanthropic duties that will assist in raising funds and spreading positive awareness of the organization to the community. These duties include, but are not limited to:

- Providing needed information for stories and promotions.
- Ensuring the needs of the animals and public are met whenever possible.
- Assisting with events or fundraising as needed.

Essential Responsibilities:

Animal Care & Welfare

- Provide daily care for animals, including feeding, watering, cleaning, enrichment, exercise, and monitoring overall well-being.
- Maintain a high standard of animal welfare and humane treatment for all animals in ARL's care.
- Follow Fear Free Shelter methods and best practices whenever possible while maintaining the safety of animals, staff, volunteers, and the public.
- Exercise and socialize animals in accordance with ARL policies and safety protocols.

- Bathe, groom, or clean animals as needed.
- Observe animals for signs of illness, injury, stress, or behavioral concerns and promptly document and communicate findings.

Facility Care & Sanitation

- Clean and sanitize kennels, cages, rooms, equipment, and shelter facilities according to established protocols.
- Maintain clean and organized animal and common-use areas, including hallways, laundry areas, kitchens, inventory spaces, outdoor kennels, and treatment areas.
- Ensure animal care supplies are stocked and readily available.
- Complete daily laundry responsibilities, including washing, folding, and restocking.

Animal Handling & Team Collaboration

- Safely handle, restrain, move, and confine animals of varying sizes, temperaments, and medical conditions.
- Assist with animal intake, transfers, examinations, treatments, diagnostics, and other husbandry-related procedures as assigned.
- Collaborate with medical, behavior, adoption, volunteer, and operations teams to support positive outcomes for animals.
- Maintain accurate records and communicate important animal information to appropriate departments.

Customer Service & Professionalism

- Provide exceptional customer service to visitors, adopters, volunteers, fosters, and community members.
- Maintain working knowledge of ARL programs, policies, and animal welfare best practices.
- Work cooperatively with staff, volunteers, and community partners.
- Perform other duties as assigned.

Skills and Requirements:

Required

- High School Diploma or GED.
- Minimum 18 years of age.
- Ability to safely handle animals of varying sizes, breeds, temperaments, and medical conditions.
- Ability to lift 50 pounds and safely handle animals weighing up to and exceeding 100 pounds, with assistance when necessary.
- Strong communication, teamwork, and customer service skills.
- Ability to work in a fast-paced environment while maintaining attention to detail.
- Demonstrated reliability, accountability, and professionalism.

Preferred

- Previous experience working with animals in a shelter, veterinary, boarding, daycare, or similar animal care setting.
- Familiarity with Fear Free, low-stress handling, enrichment, or animal behavior principles.

Work Environment:

- Regular exposure to animals of varying sizes, behavior histories, and temperaments, including frightened, stressed, fearful, sick, injured, or fractious animals.
- Exposure to high noise levels, animal-related odors, fur, dander, cleaning products, and disinfectants.
- Frequent standing, walking, bending, kneeling, reaching, lifting, and repetitive movement.
- Must be able to lift up to 50 pounds and safely handle animals weighing up to and exceeding 100 pounds with assistance when necessary.
- Ability to work indoors and outdoors in varying environmental conditions.
- Ability to work a flexible schedule that may include evenings, weekends, holidays, and overtime as needed.
- Shelter environments can be physically demanding, fast-paced, and emotionally challenging.

Overtime: This position is eligible for overtime.

Non-exempt, competitive salary, education opportunities, plus benefits, including medical, prescription, vision and dental insurance, sick leave, annual leave, and IRA plan (benefits apply to full-time status only). Will require nighttime, weekend, and holiday work.

Note: This job description is not intended to be all-inclusive. Employees may be required to perform other related duties to meet the on-going needs of the organization.

Animal Rescue League is committed to being an Equal Opportunity Employer, and does not discriminate because of race, color, creed, gender, religion, national origin, disability, age, pregnancy, genetic predisposition or carrier status, marital status, citizenship status, or sexual orientation. Accommodations will be provided to qualified individuals requiring them. EOE/M/F/D/V/SO.

I acknowledge that I have read and understood the above job description in its entirety and am capable of performing all of the stated requirements.

Employee Signature

Date

Chief Engagement and People Officer

