



A Division of the City of Austin

# **Austin Animal Center**

## **New Volunteer Job Descriptions Packet**



## Administrative Assistant

**POSITION TYPE:** Voluntary

**POSITION REPORTS TO:** Volunteer Coordinators, Sarah Luce  
Amanda Wood

### POSITION SUMMARY:

Assist shelter staff with tasks or special projects across departments, depending upon the needs of the organization. This can include data entry, copying, filing, telephone follow-ups, and other tasks as assigned.

- Outreach related needs:
  - checking voicemails, responding to enquiries
  - providing information on free/low-cost animal services
  - scheduling spay/neuter appointments
  - updating information in Givepulse, updating chameleon records (shelter software)
  - Field and archive requests for TNR assistance, dispatch to volunteer trappers as needed
  - Schedule Mobile Mini orientations
  - Check monthly invoices, TNR trap inventory
- Customer Service: micro-chip filing (weekly)
- Vet Services/Outreach: Rabies Clinic certificate data entry into chameleon (performed at certain times throughout the year only)

### POSITION SPECIFICATIONS:

Bilingual Spanish preferred for Outreach needs. Volunteer must have the ability to interact with the public, staff and other volunteers in a courteous and respectful manner, even in stressful situations. He/She must also have the ability to communicate well and follow directions with minimal supervision. Volunteer must have basic knowledge of MS Office (i.e. Excel, Word and PowerPoint), working copy machines. Specific training in shelter software will be provided by experienced staff.

### WORKING CONDITIONS:

The working conditions described here are representative of those an employee encounters while performing the essential function of this job.

Subject to animal bites and scratches. Exposure to chemicals, prescribed drugs such as antibiotics, topical medications, etc, and cleaning products. Exposure to zoonotic (animal transmitted) diseases.

### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job.

Regular lifting to 10 lbs, frequent lifting to 35 lbs, and occasional lifting over 35 lbs with reasonable accommodations. Frequent walking, standing, bending, and stooping.

### TIME COMMITMENT:

A commitment of at least two hours per shift is preferred, with a total commitment minimum of 6 hours a month. Hours available on an "as-needed" basis, does not require a consistent schedule.



## Adoption Specialist Volunteer

**POSITION TYPE:** Voluntary

**POSITION REPORTS TO:** Volunteer Coordinators, Sarah Luce & Amanda Wood; Customer Service Leads & Supervisor

### POSITION SUMMARY:

Primarily assists customer service staff with customer service duties in either the lobby, outside dog runs, or cat building. This position is a support counseling role. All final adoption decisions are made by staff.

- Answers visitor questions and matches visitors to needed resources and services
- Informs visitors of behavioral and/or medical information, previous owner surrender notes on particular animals by accessing shelter database software. (Computers located in the lobby, run resource rooms, cat building H)
- Provides guidance on animals that are a good fit for the visitor's household – pet matching
- Assists visitors on safely entering and exiting the dog kennels (outside runs)
- Assists visitors on safe interactions with cats (cat building)

### POSITION SPECIFICATIONS:

Volunteer must have the ability to interact with the public, staff and other volunteers in a courteous and respectful manner, even in stressful situations. He/She must also have the ability to communicate well and follow directions with minimal supervision. Required training: How to Show an Animal training and shadow an experienced Customer Service staff person.

### WORKING CONDITIONS:

The working conditions described here are representative of those an employee encounters while performing the essential function of this job.

Subject to animal bites and scratches. Exposure to chemicals, prescribed drugs such as antibiotics, topical medications, etc, and cleaning products. Exposure to zoonotic (animal transmitted) diseases

### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job.

Regular lifting up to 10 lbs, frequent lifting to 35 lbs, and occasional lifting over 35 lbs with reasonable accommodations. Frequent walking, standing, bending, and squatting.

### TIME COMMITMENT:

A commitment of at least two hours per shift is preferred, with a total commitment minimum of 6 hours a month. High traffic time periods where Adoption Specialist assistance is needed for the shelter are weekends 11am-7pm, weekdays 3-7pm.



## Anesthetic Recovery Volunteer

**POSITION TYPE:** Voluntary

**POSITION REPORTS TO:** Ginger Scott, Vet Services Supervisor, Dr.Czisny/Dr. Hays, Veterinary Surgeon, Lead Veterinary Surgery Technician.

### POSITION SUMMARY:

Volunteers in this role will assist the Surgery Technicians with:

- Preoperative exams on dogs and cats
- Setting up surgery suite for surgery
- Recovering and monitoring patients post-surgery; monitoring vitals, which may include checking temperature; extubating patients
- Cleaning kennels to ensure no animal is in soiled cages

### POSITION SPECIFICATIONS:

Volunteers must have the ability to interact with staff, visitors, and other volunteers in a courteous manner, and be able to stay focused and polite even in stressful situations.

- Ability to handle dogs and cats according to explicit directions given by veterinary technicians
- Ability to think clearly and stay calm in a stressful working environment
- Ability to work at least one shift a week
- It is critical for the scheduled volunteer to arrive on time and remain for the entire shift.

### TRAINING:

- Ginger Scott interviews and selects volunteers
- Accepted volunteers then spend a morning observing surgery to confirm their interest.
- Further training occurs on the job, led by a Surgery Technician or Anesthetic Recover Volunteer Lead

### PREFERRED QUALIFICATIONS:

- 6 months work or volunteer experience at shelter, boarding kennel or veterinary clinic

OR

- Enrolled in higher education for veterinary technician certification or pre-vet

OR

- Send supervisor, Ginger Scott, an e-mail explanation of skills and experience that are relevant to the position for consideration.

### WORKING CONDITIONS:

Sedated animals can be unpredictable, but the volunteer will not be expected to handle any animal deemed unsafe for a person with limited experience. This job requires access to Vet Services with a security card, which will be issued upon completion of a successful interview with Ginger Scott, Vet Services Supervisor.

### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job.

Regular lifting up to 10 lbs, frequent lifting to 35 lbs, and occasional lifting over 35 lbs with reasonable accommodations. Frequent walking, standing, bending, and squatting.

**TIME COMMITMENT:**

Surgery is performed daily 8:30 am to 12:30 pm

\*Due to the intensive training involved in anesthetic recovery, you must commit to a 3 month volunteer service if you decide to perform this job.



## Clean Team

**POSITION TYPE:** Voluntary

**POSITION REPORTS TO:** Volunteer Coordinators Sarah Luce & Amanda Wood, Animal Care Staff Leads

### **POSITION SUMMARY:**

Volunteers on this team provide essential support to Animal Care Staff and animals by providing back end support in various facets:

- Basic laundry; washer, dryer, folding, putting away.
- Dishes; cleaning & sanitizing
- Shelter cleaning and organizing as needed and directed by Animal Care Leads
- Making of kongs; distribution of kongs and nyla bones (See Kong protocol in Givepulse)
- Ensure that all dog and cat enrichment toys that originated from the Dog/Cat Enrichment station and have been laundered are sorted and rehoused in the proper station bin.
- Pull cat & dog treats out of the donations bin on the truck port and disperse among the cat/dog areas.

### **POSITION SPECIFICATIONS:**

Required: The person filling this position should act in a professional manner, display a team attitude and approach, and be supportive of other volunteers and staff.

The person filling this position must be willing to be at the shelter at least one shift per week and may do more shifts if desired.

### **WORKING CONDITIONS:**

The working conditions described here are representative of those an employee encounters while performing the essential function of this job.

Subject to animal bites and scratches. Exposure to chemicals, prescribed drugs such as antibiotics, topical medications, etc, and cleaning products. Exposure to zoonotic (animal transmitted) diseases.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job.

Regular lifting to 10 lbs, frequent lifting to 35 lbs, and occasional lifting over 35 lbs with reasonable accommodations. Frequent walking, standing, bending, and stooping.

### **TIME COMMITMENT:**

A commitment of at least two hours per shift is preferred, with a total commitment minimum of 6 hours a month.



## Customer Service Greeter

**POSITION TYPE:** Voluntary

**POSITION REPORTS TO:** Volunteer Coordinators, Sarah Luce & Amanda Wood

### POSITION SUMMARY:

The Customer Service Greeter provides information to the public as they enter the facility for various purposes.

- Greet customers as they enter the facility and welcome them. (Ex.) “Welcome to Austin Animal Center. How can I help you?”
- Explain the adoption process & how they can “get in line” by phone, and how to read a kennel card.
- Say hello and goodbye to all visitors to the shelter.
- Direct visitors to the appropriate adoption areas, utilize map in necessary.
- Answer any questions they may have using the following dialogue as a guide.
- Must be able to provide friendly, knowledgeable customer service and answer questions in a professional manner, deferring to staff if the correct answer isn’t clear or if guidance is needed.
- Other related assistance, as directed by AAC staff.

### POSITION SPECIFICATIONS:

Required: The person filling this position should act in a professional manner, display a team attitude and approach, and be supportive of other volunteers and staff.

### SPECIAL CAPABILITIES:

- Must be able to read, write and have clear communication skills.
- Must be able to provide friendly customer service and accurate information to shelter visitors, and have a familiarity with the information provided on all display racks.
- Smile and make eye contact at every customer when walking past them
- If you don’t know an answer, tell them that you will find out the answer. Check with another volunteer if available or ask staff in the lobby.
- If you see poop in the courtyard or play pens, grab it with a mutt mitt. Customers don’t like seeing it and it models good poop scooping skills.

### TRAINING:

Must observe at the concierge desk for one hour, and receive position specific training with a Customer Service staff member or Lead Concierge Volunteer. Read through the dialogues attached to this position.

### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job.

Frequent walking, standing, bending, stooping, and sitting.

### TIME COMMITMENT:

Must be available weekends and/or evenings

High traffic times: weekdays 4pm – close; weekends 11:00 am to 7:00 pm

## What brings you to Austin Animal Center today?

Just browsing



Looking for a lost pet



Something in particular



Go to lost pet dialogue.

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• If you would like to complete an adoption application at any point, just call the phone # on this paper &amp; this will put you in queue to speak with Customer Service staff. This way you can browse while in line &amp; <u>gather a list of animals that you are interested in learning more about.</u> Your completed application lasts for 2 months.</li><li>• You can interact with any adult dog or cat (over 5 months) that is on <b>GREEN/GO</b> status. Disinfect your hands between each interaction. For available kittens or puppies you <u>must</u> have a completed application before interaction to help prevent the possible spread of illness.</li><li>• We are not allowed to interact with animals on <b>STOP</b> status without approval from Customer Service staff. There are a multitude of reasons for STOP status, including illness &amp; stray time hold. Any animal that comes in as a stray is put on <b>STOP</b> status for 3 full days not including the day it came in, to give the owners time to reclaim them.</li><li>• Write down the animal ID# of any animals you are interested in. There may be more information in the animal's file regarding previous home or interactions with volunteers &amp; staff during its stay here. (Pass a pencil if needed) CS staff can use this # to look up any notes in our system on that animal.</li></ul> | <ul style="list-style-type: none"><li>• <b>Here for a meet &amp; greet:</b><ul style="list-style-type: none"><li>○ Do you have the kennel # or ID # of the dog you are interested in? (Check in chameleon)</li><li>○ Please wait here in the lobby (or out front on the grounds may be better to relieve any anxiety) &amp; a staff member will bring the dog right out.</li><li>○ (Call to Animal Care on the radio)– “Is anyone in Animal Care available for a meet &amp; greet in the lobby w/kennel ####?”</li><li>○ **2 staff members or 1 staff &amp; 1 trained Meet &amp; Greet volunteer must assist in M&amp;G</li></ul></li><li>• <b>Here to reclaim or pick up pet after quarantine:</b><ul style="list-style-type: none"><li>○ Please see staff in the Cashier Office.</li></ul></li><li>• <b>Surrendering/bringing in stray/bringing pet for quarantine:</b><ul style="list-style-type: none"><li>○ Please see staff in Intake - entrance is the next set of doors outside to the right. (Normally animals are surrendered by appointment.)</li></ul></li><li>• <b>Picking up newly adopted pet (post surgery):</b><ul style="list-style-type: none"><li>○ Call Queueless to get in line with Customer Service</li></ul></li><li>• <b>Microchip:</b><ul style="list-style-type: none"><li>○ Please go to intake, pick a #, let them know you want to microchip your pet</li></ul></li><li>• <b>Interested in a job with AAC:</b><ul style="list-style-type: none"><li>○ Please check the online listing of jobs on the City of Austin website, under Animal Services category within job depts.</li></ul></li><li>• <b>Would like to speak to specific staff member:</b><ul style="list-style-type: none"><li>○ A staff member can assist you by calling to see if that person is available.</li></ul></li><li>• <b>Interested in fostering or volunteering:</b><ul style="list-style-type: none"><li>○ You can access the Foster Application/Volunteer application online from our website, or fill out paper Volunteer Application in lobby.</li></ul></li></ul> |
|--|---|

**\* Always thanks visitors for coming in and if they leave without an animal, ask them if there is anything else we could do to help.**



## Lost Pet Dialogue

I'm looking for my lost pet...



- All animals reported to Animal Control in Travis County are brought to this shelter. Any animal brought to us as a “stray” (not owner surrendered) will be kept on red/STOP status for a full 72 hours not including the day it arrived. During this time the public cannot adopt the pet, giving the owners time to reclaim it.
  - After 3 full days, most animals move to **GREEN** status & are adoptable. They can also move to foster or go to rescue groups.
  - Injured animals may be in an inaccessible part of the facility – vet services, but they will be listed on our website, so it's important to check the website frequently. (Pass AAC business card w/website)
- If being here is difficult, you can also search our online database of animals in the center on our website, which is updated daily.
- Craigslist is also a great resource for checking local Lost & Found animals
- Before you leave, make sure to grab a flyer on more information about finding your lost pet.
- We recommend [www.missingpetpartnership.org](http://www.missingpetpartnership.org) for suggestions on posting flyers about lost pets. (this website is listed on the business card)

Is your pet microchipped?

YES



- We scan every animal brought to us as a stray for a microchip.
  - If the microchip is recognized in our system, then we immediately contact the adopters listed in the animal's file. Customer Service can update your contact info now if you need to.
  - If there is a microchip BUT it is not in our computer system, then we will call the microchip companies to find out which one issued it. If you registered your updated contact information with the microchip company, then you will be contacted by us once we get your info from the company.
- Do you know your pet's microchip #? Documentation with that # at home? Take a Customer Service business card, call us or email us the microchip # & all of your contact info so we can add it to our system.
- Your pet is just as likely to get scanned elsewhere at a vet or other animal facility, so it is very important to register the chip with the manufacturer so that it is recognized nationally.
- If you bring us the microchip # then we can input it into our system in case your pet gets scanned here.



## **Cat Behavior Volunteer**

**POSITION REPORTS TO:** Volunteer Coordinators, Sarah Luce & Amanda Wood, Cat Volunteer Lead Suzanne Carson

### **POSITION SUMMARY:**

The Cat Behavior Volunteer team provides care & attention to AAC cats. The goals of this team are to assist the animal care staff in providing appropriate cleaning, feeding, exercise and socialization that the cats need to help them stay calm and improve their chances of adoption, and increase the number of adoptions through public outreach and awareness. We also educate the public, prospective adopters, and other shelter volunteers about the care and handling of cats.

- Assistance needed daily between the hours of 7am-10pm
- Assist customers who are looking to adopt or searching for lost cats (showing them how to navigate the website, provide brochure)
- Assist the lead volunteer on duty as requested
- Clean kennels, condos
- Feed cats, scoop litter boxes, fill water bowls, as needed
- Monitor cat behavior and health; report medical issues using medical form, report behavioral concerns to the lead volunteer
- Socialize cats in proper and non-aggressive play; reassure them and communicate with them in a gentle & calm manner

### **POSITION SPECIFICATIONS:**

The person filling this position should act in a professional manner, display a team attitude and approach, and be supportive of other volunteers and staff. They should have an accurate understanding of: feline behavior, breeds, common adjustment issues, shelter adoption policies, shelter health, hygiene and wellness protocols, and basic customer service principles.

### **WORKING CONDITIONS:**

The working conditions described here are representative of those an employee encounters while performing the essential function of this job. Subject to animal bites and scratches, exposure to chemicals, prescribed drugs such as antibiotics, topical medications, etc, and cleaning products. Exposure to zoonotic (animal transmitted) diseases.

### **PHYSICAL DEMANDS:**

Regular lifting up to 10 lbs, frequent lifting to 35 lbs, and occasional lifting over 35 lbs with reasonable accommodations. Frequent walking, standing, bending, and stooping.

### **TIME COMMITMENT:**

A commitment of at least two hours per shift is preferred, with a total commitment minimum of 6 hours a month.



## **Cat Nebulization Volunteer**

**POSITION REPORTS TO:** Lead volunteers, Lynn Frank ([lfrank4@austin.rr.com](mailto:lfrank4@austin.rr.com)), Cheri Ballew ([cabnet@grandecom.net](mailto:cabnet@grandecom.net)), Rebecca Elder ([elvissa@austin.rr.com](mailto:elvissa@austin.rr.com))

### **POSITION SUMMARY:**

- Administer prescribed nebulization treatments to cats with upper respiratory infections following protocol established by Vets
- Record physical observations
- Provide special feeding by syringe when necessary
- Provide timely report to team members
- Sterilize equipment as needed
- Clean kennels, litter boxes, refresh bedding and toys

### **POSITION SPECIFICATIONS:**

Experience with the administration of treatment to cats helpful but not required. Must be able to read cat body language. Must receive (via email) either the Yahoo Nebbing group's individual emails or the daily digest to remain up to date on pertinent changes. Patience is necessary!

### **WORKING CONDITIONS:**

The working conditions described here are representative of those an employee encounters while performing the essential function of this job. Subject to animal bites and scratches, exposure to chemicals, prescribed drugs such as antibiotics, topical medications, etc, and cleaning products. Exposure to zoonotic (animal transmitted) diseases.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job.

Regular lifting up to 10 lbs, frequent lifting to 35 lbs, and occasional lifting over 35 lbs with reasonable accommodations. Frequent walking, standing, bending, and stooping.

### **TIME COMMITMENT:**

A minimum commitment of at least 6 hours a month is required. Must complete at least one shift per month as a nebber or assistant nebber to remain active on this team.

### **GETTING STARTED:**

Contact the position leads (emails above) to get trained for this job.



## Cat Ringworm Treatment Volunteer

**POSITION TYPE:** Voluntary

**POSITION REPORTS TO:** Ringworm Lead volunteers Carla Penny [carlajamespenny@gmail.com](mailto:carlajamespenny@gmail.com) and Carin Zito [carin.zito@yahoo.com](mailto:carin.zito@yahoo.com)

### **POSITION SUMMARY:**

Volunteers on the Cat Ringworm Treatment team works under the direction of a staff veterinarian to provide Lime-Sulfur bathing treatment to cats in Ringworm isolation. They are responsible for carrying out the treatment protocol as well as ensuring that hygiene protocols in the isolation ward are followed. They also provide social enrichment for cats in the ward to the extent possible so that the cats' psychological, physical and treatment needs are met and recovery from ringworm is expedited.

- Twice weekly between the hours of 8a – 8p.
- Ordering supplies
- Mixing lime-sulfur solution
- Administering lime-sulfur dips per veterinarian instructions
- Cleaning cat kennels.
- Interact with cats in proper and non-aggressive play.
- Communicate with cats in a gentle and calm manner.
- Attend to basic creature comforts such as clean water & food, clean litter boxes and tidy condos as needed.
- Communicating with the veterinarian via email and in person regarding health status.
- Willingness to work as a team with “co-dippers” to ensure twice-weekly treatment regimens are followed.
- Ability to transport cats in transfer cages across the shelter property
- Knowledge of ringworm; its symptoms, means of transmission, treatment and typical progress

### **POSITION SPECIFICATIONS:**

Required: The person filling this position should act in a professional manner, display a team attitude and approach, and be supportive of other volunteers and staff.

### **WORKING CONDITIONS:**

The working conditions described here are representative of those an employee encounters while performing the essential function of this job.

Subject to animal bites and scratches. Exposure to chemicals, prescribed drugs such as antibiotics, topical medications, etc, and cleaning products. Exposure to zoonotic (animal transmitted) diseases.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job.

Regular lifting to 15 lbs, frequent lifting to 20 lbs, with reasonable accommodations. Frequent walking, standing, bending, and stooping.

### **TIME COMMITMENT:**

A commitment of at least two hours per shift is preferred, one shift per week, with a total commitment minimum of 6 hours a month.

### **GETTING STARTED:**

Contact the position leads (emails above) to get started with this job.



## Community Cats Trapper

**POSITION TYPE:** Voluntary

**POSITION REPORTS TO:** Outreach and Education Team

### **POSITION SUMMARY:**

Community Cats (CC) Volunteers TNR (Trap Neuter Return) feral/free roaming cats. The goals of this team are to assist the Austin and Travis community in controlling the feral/free roaming cat population. Volunteer Tappers trap feral/free roaming cats on properties with the residents' permission, and bring them in to the CC Mobile Mini (MM) for spay/ neuter surgery and a rabies vaccination.

- Cleaning the MM.
- Communicate with property owners, AAC staff members, AHS staff members, and fellow volunteer trappers in a calm professional manner.
- Follow all Standard Operating Procedures provided.
- Adhere to the Austin Animal Center Code of Conduct.
- Using the official communication platform, GivePulse

### **POSITION SPECIFICATIONS:**

Required: The person filling this position should act in a professional manner, display a team attitude and approach, and be supportive of other volunteers and staff. The person should also have access to their own transportation.

### **WORKING CONDITIONS:**

The working conditions described here are representative of those an employee encounters while performing the essential function of this job.

Subject to animal bites and scratches. Exposure to chemicals, prescribed drugs such as antibiotics, topical medications, etc, and cleaning products. Exposure to zoonotic (animal transmitted) diseases.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job.

Regular lifting to 10 lbs, frequent lifting to 35 lbs, and occasional lifting over 35 lbs with reasonable accommodations. Frequent walking, standing, bending, and stooping.



## Dog Program Volunteer

**POSITION TYPE:** Voluntary

**POSITION REPORTS TO:** Volunteer Coordinators, Sarah Luce & Amanda Wood, Dog Volunteer Lead, Kathleen Hamilton

### POSITION SUMMARY:

Dog Program Volunteers provide much needed one-on-one attention and care for shelter dogs, including walks and enrichment.

- Walking dogs designated with a green sticker, on a leash, in the designated area located on the shelter property.
- Socialize dogs utilizing dog protocols for prevention of disease transmission and safe handling
- Interact with dogs in proper and non-aggressive play, work on basic training skills.
- Clean up after dogs at all times when out of the kennels.
- Clean up and tidy dog kennels as needed.
- Assist the public by answering questions about dogs and safely removing or returning dogs to the kennels.
- Teach and train polite manners that help dogs get adopted! (see Gate Manners addendum below)

### POSITION SPECIFICATIONS:

Volunteer must have the ability to interact with the public, staff and other volunteers in a courteous and respectful manner, even in stressful situations. He/She must also have the ability to communicate well and follow directions with minimal supervision. He/She must be gentle and patient when working with dogs and the public.

### TRAINING REQUIRED:

- Read and understand the volunteer guide and related dog volunteer protocols (all protocols located in the documents tab of Givepulse dog subgroup)
- Attend a Canine Education training session for safety in dog handling on campus
- Mentor with a seasoned volunteer.

### WORKING CONDITIONS:

Subject to animal bites and scratches. Exposure to chemicals, prescribed drugs such as antibiotics, topical medications, etc, and cleaning products. Exposure to zoonotic (animal transmitted) diseases.

### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job.

Regular lifting to 10 lbs, frequent lifting to 35 lbs, and occasional lifting over 35 lbs with reasonable accommodations. Frequent walking, standing, bending, and stooping.

### TIME COMMITMENT:

A commitment of at least two hours per shift is preferred, with a total commitment minimum of 6 hours a month. Shifts are available daily from 7am – 10pm

## **Gate Manners**

### **Goal: Reward dogs for exhibiting polite greeting behavior in their kennel.**

First impressions are particularly important for the dogs in our shelter. Every day potential adopters are visiting looking for pets that catch their eye. This leaves our dogs with very little time to form a positive impression and win the hearts of a potential adopter. We believe polite greeting behavior is one way of improving our dogs' ability to make a positive first impression.

### **What is polite greeting behavior?**

The dog approaches the kennel gate, the dog looks at you, and the dog sits quietly at the kennel gate.

### **What is undesirable greeting behavior?**

The dog jumps up at the kennel gate, the dog paws at the kennel gate, dog barks at you, the dog does not approach the kennel gate, the dog does not make eye contact with you.

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### **Step-by-step Instructions**

#### **Getting Started:**

- ✓ Pick up supplies for interacting with the dogs: LIVER TREATS IN SNACK BAGGIES

#### **Selection of dog:**

- ✓ Set yourself and the dog up for success! Select a dog that you feel comfortable interacting with through the kennel gate.

#### **How to reward polite greeting behavior:**

- ✓ Remove a liver treat from baggie, place the treat between your finger tips, and place your hands next to your side.
- ✓ To get the dog's attention, "double-click" your tongue.
- ✓ When the dog looks at you, immediately say "yes", and give the dog a liver treat

#### **Ignore the behavior you don't want:**

- ✓ If the dog jumps up or paws at the gate, do not give the dog a liver treat. Instead, say "too bad" cheerfully, and immediately turn your back and walk away from the kennel. You may attempt to greet this dog again in 30 seconds. You may attempt to repeat this step *up to five times* per dog in order to obtain the desired behavior.

#### **Things to remember:**

- ✓ If the dog appears too nervous or fearful to look at you or approach, try talking to the dog in a cheerful, quiet, low tone. If the dog continues to avoid looking at you or approaching you, after 1 minute, calmly walk away from the kennel. You may attempt to greet this dog again in 2+ minutes.
- ✓ Disinfect your hands between each dog if your fingers make any contact with the dogs' nose, mouth or tongue.



## Foster Program Assistant

**POSITION TYPE:** Voluntary

**POSITION REPORTS TO:** Foster Coordinator , Erin Herren

### **POSITION SUMMARY:**

Volunteers in this role will assist the Placement Coordinator with tasks related to coordinating, managing, and expediting the shelter's foster program, which includes:

- Communicating with the Foster Coordinator about animals who are eligible for foster placement or are currently in foster care
- Gathering supplies needed by foster families for their foster animals, and organizing the foster supply closet on a regular basis
- Communicating with foster care providers about animals in their care, including medication and treatment reminders, check-ins on the animal(s), and any needed refills on food/supplies
- Using the shelter's animal inventory software, to enter information on foster animals including foster profiles, photos, and bios
- Having a working knowledge of commonly-asked questions and answers about the foster program

### **POSITION SPECIFICATIONS:**

Volunteers must have the ability to interact with staff, visitors, and other volunteers in a courteous manner, and be able to stay focused and polite even in stressful situations. They must have the ability to follow directions with minimal supervision, and to communicate well in a fast-paced environment. They also must have data entry skills and a willingness to learn and properly utilize the shelter's animal inventory software.

### **WORKING CONDITIONS:**

The working conditions described here are representative of those an employee encounters while performing the essential function of this job.

Subject to animal bites and scratches. Exposure to chemicals, prescribed drugs such as antibiotics, topical medications, etc, and cleaning products. Exposure to zoonotic (animal transmitted) diseases.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job.

Regular lifting to 10 lbs, frequent lifting to 35 lbs, and occasional lifting over 35 lbs with reasonable accommodations. Frequent walking, standing, bending, and stooping.

### **TIME COMMITMENT:**

As needed by the Foster Coordinator. Foster program assistants should be able to commit to a 6 hour a month minimum with regular shifts.





## One-time Group Lead Volunteer

**POSITION TYPE:** Voluntary

**POSITION REPORTS TO:** Volunteer Coordinators, Sarah Luce and Amanda Wood

### POSITION SUMMARY:

Volunteer one-time group leads guide one-time groups through their shift, instructing them on AAC process, rules, providing support and answering questions. Group leads also spend their time keeping an eye on the group making sure both people and dogs stay safe. These groups enable a large number of dogs to get out of their kennels and get some human interaction and love, when individual volunteers don't always have the time.

- Teaching a group of visitors to walk dogs designated with a green sticker, on a leash, in the designated area located on the shelter property safely.
- Promote using safe handling and following protocols for prevention of disease transmission.
- Interact with dogs in proper and non-aggressive play, work on basic training skills.
- Monitor group activities and provide ongoing guidance on safe & positive handling of dogs.
- Clean up after dogs at all times when out of the kennels.
- Clean up and tidy dog kennels as needed.
- Assist the group visitors by answering questions about dogs and helping safely removing or returning dogs to the kennels when needed.
- Promote teaching and train polite manners that help dogs get adopted! (see Gate Manners addendum below)

### POSITION SPECIFICATIONS:

Volunteer must have the ability to interact with the public, staff and other volunteers in a courteous and respectful manner, even in stressful situations. He/She must also have the ability to communicate well and follow directions with minimal supervision. Volunteer must have knowledge of AAC dog-handling protocols and be able to teach them to other individuals. Specific training in how to guide a one-time group will be provided by staff and a lead volunteer.

### WORKING CONDITIONS:

The working conditions described here are representative of those an employee encounters while performing the essential function of this job.

Subject to animal bites and scratches. Exposure to chemicals, prescribed drugs such as antibiotics, topical medications, etc, and cleaning products. Exposure to zoonotic (animal transmitted) diseases.

### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job.

Regular lifting to 10 lbs, frequent lifting to 35 lbs, and occasional lifting over 35 lbs with reasonable accommodations. Frequent walking, standing, bending, and stooping.

### TIME COMMITMENT:

Hours available on an "as-needed" basis, does not require a consistent schedule. You must commit to each full 3 hour shift.



## Photo Team Job Description and Guidelines

### Guidelines for pictures:

**DOGS** -- Although each animal presents differently (scared, rambunctious, etc.), the photographer should try for a picture that will provide information as to the dog's characteristics in a positive and inviting way. A full body shot is preferable in order to convey information such as relative size, body shape or conformation, special physical or breed related characteristics, age related features, etc. Full sun or full shade should be used as opposed to partial sun/shade. Avoid appearance of stress--ears back, furrowed brow, stress smile etc. If the only option is a stressed photo, the team member should communicate with the rest of the team about the need for a replacement photo, to be shot at a later date. Try for a shot of the dog looking at the photographer. Pick backgrounds which allow the viewer to see the dog clearly, including showing coloring.

**CATS** -- Cats can be very challenging to photograph in a shelter environment. They may either be crouching in fear or constantly trying to get out of the kennel when you open the kennel door. They will rarely pose nicely for you; they keep fidgeting, they keep looking away from you. Despite these annoyances, if you're patient and use good technique, really nice photos can be achieved. Most often a tight "head shot" of the cat is best. This focuses attention on the cat rather than the messy contents of the kennel (food bowls, litterbox, etc). The cat doesn't have to look directly at the camera; it is often a more interesting photo if the cat is looking slightly away from you. Some cats have remarkable or interesting fur patterns/markings. With these cats, more of a full body photo, if possible, would be desirable. Try to get a photo at eye level with the cat. This is fairly easy to do for the upper kennels, but a challenge with the lower kennels. A shallow depth of field is preferable (ie. F2.8 or lower, if possible) because this will blur out distracting background elements. Always try to get catchlights in the cat's eyes. This has a huge impact on the effectiveness of the photograph. The eyes look "dead" without a catchlight in them. This may require the use of a light source like a flash unit or an LED video light unit. Always temper the power of your light source. You want to add a touch of extra light; you don't want to blast the poor cat so that it looks like a DMV photo. Be aware that many cats will be freaked out by a flash unit and because of this you may only get one photo of the cat. After that first flash shot the cat will cringe in fear trying to get as far away from that nasty flash-thingy as it can. Flash can also produce the cat equivalent of "red eye" which should be avoided.

### Specs

- Photos have to be horizontal, 4:3 aspect ratio.
- Name photo file with the A number followed by the name of the animal. (Ex. a68499\_tiki)
- Must be in focus; no photo filters or special effects.
- Photos are saved in jpg format in the sRGB color space.
- A standard, preferable size is 640x480 with a resolution of 72 ppi.
- If you would like to make your photos available to the Marketing Manager for potential use in print ads, posters, etc...then you will save a hi-res version of your photos to your Flickr account.

## 4 BRANCHES OF THE VOLUNTEER PHOTO TEAM!

### **“4 DAY DOGS” - NEW TO THE CENTER:**

Responsible for taking pictures for kennel cards and the AAC website when each dog becomes available on day four or whenever a dog becomes available to the public. These pictures replace the pictures taken on intake by staff for the purpose of quick identification. The pictures taken by the Photo Team are to provide the dogs with a picture that will show them in a manner which includes the dog's characteristics and is appealing to potential adopters and rescues. Members of this team will use the photo team calendar in GivePulse to coordinate which day of the week its members will cover.

**Contact Amalia Diaz and Teresa Chang at [amalia.diaz@gmail.com](mailto:amalia.diaz@gmail.com) [turner.teresa@gmail.com](mailto:turner.teresa@gmail.com) to schedule training.**

**CATS:** Responsible for taking photos of the cats that are available for adoption. These photos replace the intake photo. Similar to “4 Day Dogs”, you will coordinate with the cat photographer lead on which days you photograph and ensuring that you aren't duplicating efforts. **Contact Johnny Leblanc at [jleblanc@texas.net](mailto:jleblanc@texas.net) to schedule training.**

### **“LONG STAY DOGS” – OVER 30 DAYS:**

Responsible for any dog who has been at AAC 30 days or more, beginning with the dogs that have been in the shelter the longest. We are looking for photos of dogs that will show more of their personality since they have had a little time to settle in. These photos are a replacement of any initial intake or 4 day photo to give the dog a fresh image on the website to help highlight it. Priority is on replacing the longest stay dogs' photos first. **Contact Rusty Kaim at [rustyk01@sbcglobal.net](mailto:rustyk01@sbcglobal.net) to schedule training.**

### **A few Tips for the Long Stay Photos**

- Try to get pictures close to the eye level of the dog.
- If the dog runs away from you, tie the leash to something.
- Use a squeaker, toy or treat to get the dog's attention, unless you are shooting inside a kennel or in a pen with a kennel mate.
- If the dog looks stressed (ears back), exercise the dog a bit to see if that helps.
- Select an inviting background that shows the dog clearly.
- Be patient. Some dogs may be camera shy.

**MARKETING TEAM:** If you would like to provide your photos to be used in marketing for AAC, please upload high res photos to your personal Flickr account and provide your Flickr name to Kasey Spain. By doing this, you are giving the City of Austin permission to use your photos in all marketing materials, digital, print or otherwise. Follow the naming convention listed under the “Specs” category above.

**Contact Kasey Spain at [Kasey.spain@austintexas.gov](mailto:Kasey.spain@austintexas.gov).**

\* The Photo Team members in all branches are responsible for taking the photo and uploading the day's photos into Chameleon to be shared with the website. The photo team lead in each branch is responsible for training and guiding new team members. All volunteer photographers should be aware that once photos are uploaded to Chameleon, the usage rights of those photos then belong to the City of Austin. No submissions of photos will be accepted – you must join the team in order to participate.

\* All photos are loaded onto smugmug to share with each other and/or our marketing staff for potential usage in print or web media. Contact your branch lead to obtain the smugmug account information.

## VIDEOS

Volunteers are welcome to submit videos of animals that they interact with at the shelter as an extra promotional effort. Here are some guidelines to consider:

- Shoot the video horizontally
- Videos should be no less than: 15 seconds and no longer than: 60 seconds.
- Videos should primarily show the animal and include human interaction and/or something unique about the animal's features or behavior.
- Do not over-do it with special effects, glows, transitions or intense music. Photo slideshows are just fine.
- Use your best judgment.
- Do NOT submit video of dog/cat displaying destructive or "naughty" behavior (digging a hole, destroying a toy).

Upload your video to your own YouTube page and send the video html to [animalservicesvolunteers@austintexas.gov](mailto:animalservicesvolunteers@austintexas.gov) for consideration. A designated staff member will be responsible for uploading the videos.

\*Desperate Housecats, Classic Canine and Hardluck Hounds designated leads will be responsible for uploading their own program videos.



**The Rabies Vaccination Clinic**  
**Position: Station Volunteer**

**POSITION TYPE:** Voluntary

**POSITION REPORTS TO:** Public Health Educator, Kimberly Hart

**POSITION SUMMARY:**

The persons in this position will assist the Rabies Vaccination Clinic staff with duties related to assisting customers in obtaining the Rabies Vaccine for their pet(s), duties to include:

- Unloading and loading RV Clinic supplies, assisting with clinic set up and break down.
- Handing out numbered tags and queueing incoming customers. Looking for potential dangers.
- Controlling and directing inflow of customers/animals
- Calling numbers.
- Assess animals for age, problem behavior, and adequate restraint.
- Gathering customer and pet data needed for the RV Certificate. May involve the use of a label maker.
- Directing customers to the next station when appropriate.
- Assist AAC Vet staff with cat tent duties-*Cat Tent Station Volunteers Only*
  - *Help owners with the handling of multiple animals and carriers*
  - *Maintain cat tent and cat bypass areas.*
  - *Perform duties as assigned by AAC Vet staff*
  - *Provide cat owners with new cat collar if needed*
  - *Direct owners to tagging station*
- Ensuring that customers maintain adequate space between dogs.
- Assesses dogs without proper or adequate collars or leashes, determines appropriate size and provides new replacements
- Communicating information to customers on a variety of pet health and behavior topics. Speaks to the importance of Spay/Neuter and preventative care. Provides community resource information and communicates prevention strategies. Educates and informs
- Handing out giveaways and explaining their use.
- Engraving Pet ID tags.
- Thanking customers for coming.

**POSITION SPECIFICATIONS:**

- Ability to interact with the public, staff and other volunteers in a courteous and respectful manner, even in stressful situations.
- Must be respectful of diverse cultural beliefs with respect to pet ownership.
- Ability to communicate well and follow directions with minimal supervision.
- Must be comfortable around dogs and cats in unusual circumstances.
- Must be able to lift 25 lbs.
- Adaptability and flexibility
- Ability to direct customers.

- Ability to ask questions and communicate correct information to customers.
- Ability to identify and report problems to staff.

**WORKING CONDITIONS:**

The working conditions described here are representative of those an employee encounters while performing the essential function of this job.

Subject to animal bites and scratches. Exposure to the elements: sun, wind, cold and rain. Subject to uneven terrain. Exposure to zoonotic (animal transmitted) diseases.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job.

Regular lifting to 25 lbs, frequent lifting to 35 lbs, and occasional lifting over 35 lbs with reasonable accommodations. (Tandem lifting with 2 or more people always an option) Frequent walking, standing, bending, and stooping. Some positions require constant sitting.

**VOLUNTEER REQUIREMENTS:**

- Wear closed toe shoes
- Wear blue outreach t-shirt if you have one.
- Consider a hat, sunglasses and sunscreen if appropriate
- Bring your smile.

**TIME COMMITMENT:**

Plan on 6.5 Hr minimum. (May be only 5.5 hrs-depends on the number of customers.) No shifts available. Date: Check the website, always a Saturday. Hours: 7:00 AM-1:30 PM

**HOW TO PARTICIPATE:**

Look for the RV Clinic recruitment post in GivePulse and register.



## Volunteer Program Assistant

**POSITION TYPE:** Voluntary

**POSITION REPORTS TO:** Volunteer Coordinators, Sarah Luce  
Amanda Wood

### **POSITION SUMMARY:**

Volunteers in this role will assist the Volunteer Program with tasks related to updating program systems and processes and may include any of the following:

- Updating Givepulse files with current protocols
- Withdrawing inactive volunteers from Givepulse, updating records and spreadsheets accordingly.
- Responding to reflections and other volunteer enquiries in Givepulse
- Creating or updating volunteer personal contact information in Chameleon (shelter software)
- Filing, copying, scanning, returning phone calls as needed
- Creating documents in MS Office software, updating current documents

### **POSITION SPECIFICATIONS:**

Volunteer Program Assistant must have a good working knowledge of how the program is managed in order to answer volunteer questions or enquiries from the public. Volunteer must have the ability to interact with the public, staff and other volunteers in a courteous and respectful manner, even in stressful situations. He/She must also have the ability to communicate well and follow directions with minimal supervision. Volunteer must have experience with MS Office (i.e. Outlook, Excel, Word and PowerPoint). Specific training in shelter software will be provided by experienced staff.

### **WORKING CONDITIONS:**

The working conditions described here are representative of those an employee encounters while performing the essential function of this job.

Subject to animal bites and scratches. Exposure to chemicals, prescribed drugs such as antibiotics, topical medications, etc, and cleaning products. Exposure to zoonotic (animal transmitted) diseases.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job.

Regular lifting to 10 lbs, frequent lifting to 35 lbs, and occasional lifting over 35 lbs with reasonable accommodations. Frequent walking, standing, bending, and stooping.

### **TIME COMMITMENT:**

As needed by the Volunteer Coordinators, weekly shifts preferred. Must be able to complete 6 hour a month minimum requirement.



## Volunteer Mentor

**POSITION TYPE:** Voluntary

**POSITION REPORTS TO:** Volunteer Coordinators, Sarah Luce  
Amanda Wood, Volunteer Liaisons Kathleen Hamilton & Suzanne  
Carson

### **POSITION SUMMARY:**

Provide guidance and training to new volunteers either at the orientation or at the first volunteer shift.

Orientation Mentor: Give potential volunteers some initial guidance, hands-on training, and provide them with an overview of what their volunteer job may entail; provide the orientation group with a tour of the job area, location of resources and general expectations of the job.

Mentor Coordinator: coordinates new volunteers into time slots where designated mentors will guide them on their first shift. Will use a Mentor Coordinator email account and the calendars in Givepulse to coordinate.

First Shift Mentor: registers for a specific shift on the calendar, agreeing via that shift to provide more in-depth training and guidance during a new volunteer's first time working at the shelter. The new volunteer shadows the mentor until both parties agree the new volunteer is equipped to perform the job on their own. They may be asked to perform any of the following:

- Exchange contact information – be a POC for new volunteer
- Assist in access related questions
- Review of job related protocols (volunteer observations, medical forms, safety information)
- Answer protocol related questions
- Hands-on training

### **POSITION SPECIFICATIONS:**

Mentors must be adept at educating and training a person for a new task, using clear communication skills. Must have the ability to give directions, provide feedback and check progress to ensure understanding. Must have a good working knowledge of the job area and a good relationship with staff leads & Supervisors in related department. Some mentors will be identified as leads to assist writing and editing protocols in separate job areas.

### **WORKING CONDITIONS:**

The working conditions described here are representative of those an employee encounters while performing the essential function of this job.

Subject to animal bites and scratches. Exposure to chemicals, prescribed drugs such as antibiotics, topical medications, etc, and cleaning products. Exposure to zoonotic (animal transmitted) diseases.

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job.

Regular lifting to 10 lbs, frequent lifting to 35 lbs, and occasional lifting over 35 lbs with reasonable accommodations. Frequent walking, standing, bending, and stooping.

### **TIME COMMITMENT:**

Should be able to commit to a 6 hour a month minimum with regular shifts.



