Job Description: Community Care Team Member

About Us: The Aggieland Humane Society provides humane care and placement for homeless and abandoned animals, promotes the human-animal bond, and promotes responsible pet ownership to enhance the quality of life for the people and animals in our community. Our vision is to become a leader among animal welfare organizations. We offer progressive, lifesaving programs and services, including animal sheltering, community spay/neuter, TNR, animal transfers, foster care, outreach events, volunteering, community food pantry, and more. Aggieland Humane Society is the municipally contracted animal shelter for the City of College Station and for Brazos County.

Position Specifics:
　　　Title: Community Care Team Member
　　　Reports to: Community Care Team Lead
　　　Status: Part-Time, Non-Exempt
　　　Compensation: $12.50/hour

Description: The Community Care Team Member serves as a welcoming and knowledgeable frontline representative of Aggieland Humane Society. This role supports community members, partner agencies, and internal departments by guiding them through shelter services and policies with empathy, accuracy, and professionalism. Responsibilities include processing intakes and outcomes, facilitating adoptions, assisting with lost and found services, and providing information related to rabies control, local ordinances, and state laws. This role plays a key part in creating a positive experience for all members of our community and directly contributes to lifesaving outcomes for pets.

General Duties:
- Uphold the Base Code of Conduct and Workplace Culture Agreement of the Aggieland Humane Society and state laws at all times.
- Provide a professional, welcoming, and compassionate experience to all community members, establishing positive rapport in every interaction.
- Communicate effectively and listen actively, both in-person and over the phone, providing accurate, clear, and complete information.
- Address customer inquiries and concerns, offering appropriate solutions and alternatives within the agency's policies; escalate issues to the Community Care Team Lead as needed.
- Adapt to a variety of customer needs, situations, and communication styles while maintaining focus and composure in a fast-paced environment.

- Contribute to team efforts by completing related tasks promptly and collaboratively.
- Process bite reports, tagged pets, adoptions, owner surrenders, stray intakes, and other shelter transactions accurately and efficiently.
- Review, approve, or deny adoption applications and communicate with applicants regarding next steps.
- Coordinate with Animal Care staff and Animal Control Officers to gather additional information on animals or situations when necessary.
- Maintain proficiency in Pet Point software for managing animal profiles, medical records, adoptions, and foster care.
- Perform daily record-keeping, paperwork filing, and administrative tasks to support shelter operations.
- Assist with animal handling, including carrying animals to and from kennels as needed.
- Handle and balance cash drawer transactions and follow financial procedures accurately.
- Secure facilities at the close of business.
- Perform other duties as assigned to support the mission and operations of the Aggieland Humane Society.

Requirements:
- High school diploma or equivalent.
- Strong communication skills, written and verbal.
- Proficient in the English language.

Preferences:
- Bilingual English/Spanish, conversation-level competency.
- 1+ year of animal welfare and/or animal handling experience.
- 1+ year of customer service/reception experience.

Other:
- Ability to handle the stress and fatigue of animal sheltering operations required; ability to prioritize one's mental health strongly encouraged.
- Ability to work with the public in a calm, courteous manner; tactful with upset clients.
- Excellent computer skills and problem-solving.
- Must gain proficiency in PetPoint Software, Jotform, and G-Suite.
- Transportation to and from Aggieland Humane Society.
- Excellent communication and interpersonal skills are required.
- Advanced computer skills and ability to learn shelter management software.

To Apply: Please submit your application and resume to info@aggielandhumane.org.