



ANDERSON HUMANE

Clinic Resource Consultant

Job Description

Anderson Humane is a progressive, non-profit, animal welfare organization. We focus on creating and supporting mutually beneficial relationships between people and animals through adoption, veterinary care, community programs, and wildlife rescue and rehabilitation.

Our Clinic Resource Consultant is a highly visible representative who promotes meaningful communication between Anderson Humane and our community while coordinating veterinary care for our shelter animals and publicly owned animals. The Clinic Resource Consultant must practice compassionate care in providing resources for the community as well as humane handling of all animals we care for.

Reports to: Clinic Resource Manager

Job Type: Part-time, Non-Exempt, Onsite

Duties and Responsibilities (to include, but not limited to)

- Gain a high-level understanding of the internal movement of Anderson Humane's animals from intake until adoption; scheduling appointments to address their medical needs, and the routing and filing of records.
- Build proficiency in the services of our Low-Cost Community Clinic; the internal process of scheduling, intaking and discharging client animals, and the filing of their paperwork and records.
- Practice and promote Fear-Free methodology in animal handling, enrichment, and training.
- Cultivate positive and constructive relationships with the public.
- Determine foster/adopter/client's needs for their animal's medical care and assist accordingly; facilitate discussion of needs, symptoms, and concerns; coordinate the implementation of veterinarian recommendations including scheduling, medication pickup, progress reports, etc.
- Counsel clients in comprehensive veterinary care for their animals including standards of preventative care; make recommendations based on their unique needs or financial constraints.
- Counsel individuals in animal care that includes fear-free handling, positive reinforcement training, and working towards patient compliance to reduce stress and promote a safer and healthier veterinary experience. Engage in opportunities to respectfully inform and educate.
- Keep detailed and organized records; regularly update the ShelterLuv database.
- Maintain accurate records of cash, credit, and check handling following organizational and department policies and procedures.
- Assist and independently facilitate vaccine clinics including occasional Saturdays.
- Model professional behavior in stressful or emotional situations.
- Respond to requests from the public and Anderson Humane staff with urgency while being clear, concise, and helpful.
- Attend any events, meetings, or programs as assigned.
- Other duties as assigned.

Work Environment

- Availability to work a flexible schedule of mornings, afternoons, and evenings on weekdays; as well as nights, weekends, and non-standard hours as required.
- To follow safety protocols at all times due to animal exposure.
- Shared workspaces.
- Ability to work with animals of all sizes, temperaments and species.
- Exposure to high noise levels and unpleasant smells; potential exposure to zoonotic diseases, animal scratches and bites.
- Work may be performed outdoors with exposure to all weather conditions.
- Active; walking, standing, and lifting throughout the day.
- Ability to lift up to 50 pounds with assistance.

Candidate Requirements

Education and Expertise

- At least 1 year of professional customer service experience.
- Experience in veterinary medicine is preferred; knowledge of veterinary terminology and care such as vaccinations, heartworm preventions, etc. is ideal.
- Fear Free Shelters methodology certification (training is provided).
- Must have own transportation, valid driver's license and insurable driving record.

Knowledge, Skills, and Abilities

- Genuine desire and ability to work with the public; a passion for animal welfare and Anderson Humane's mission.
- A fundamental understanding of body language and behavior of dogs and cats.
- Sense of ease handling domestic animals.
- Eager to learn new computer programs and technology.
- Professional experience with Excel and Microsoft Office; familiarity with the Google platform.
- Communicates clearly and concisely in verbal and written form; Spanish fluency is a plus.
- Ability to re-prioritize and manage projects and communications in a constantly changing environment.
- Effective time management skills; can multi-task and redirect efforts with minimal supervision when priorities change.
- A self-starter who takes the initiative; ability to work independently and in a collaborative workplace.
- Comfortable managing and delegating duties to volunteers.

Euthanasia Statement

Staff and volunteers of Anderson Humane must understand and accept that, even though all reasonable accommodations are made to support the physical and emotional health of our animals, there are situations in which animals must be euthanized.

TJ Aug25