

The *love* you  
get is more  
than the *love*  
you give.



**VOLUNTEER**  
for the SPCA of Texas

The SPCA of Texas is the leading animal welfare agency in North Texas. We operate two animal shelters, located near downtown Dallas and in McKinney, which, together with our community partners for offsite adoptions, find homes for more than 6,000 animals each year. We do not euthanize animals for lack of space and we do not place time limits on animals housed in our shelters. We also operate public veterinary clinics in West Dallas, South Oak Cliff and McKinney to provide high-quality pet care at affordable prices and we collaborate with community partners to spay or neuter tens of thousands of animals each year.

In a typical year, our five-member Rescue and Investigations team responds to 2,000 calls and rescues more than 1,000 abandoned or cruelly treated animals in 8 North Texas counties. Our education and outreach programs reach more than 20,000 Texans each year with a message of compassion and responsibility.

Our independent non-profit organization is not affiliated with the ASPCA or any other humane society and we do not receive taxpayer funding. Your support helps us make life better for more than 50,000 animals and the people who love them - right here in our community.

As a volunteer, you'll save and enrich animal lives, do good things for the community, make new friends, discover new skills and enjoy tail wags, purrs and happy faces. The SPCA of Texas offers volunteers a wide variety of opportunities to fit your schedule and talents.

Thank you so very much for your help.

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# How to Become an SPCA of Texas Volunteer

**Complete** a Volunteer Hub account and fill out the Volunteer Application. After the application is completed, please visit our payment form to submit your non-refundable volunteer fee of \$35. This fee is used to offset the cost of aprons, badges, along with covering basic administrative costs and the background check, which is run after orientation.

**Register** for orientation. After your payment is verified, you will be able to sign up for orientation through VolunteerHub.

**Attend** a volunteer orientation. Volunteer orientations are held six times per month (three times at each of our two shelters each month), are approximately two hours long, and serve to jump-start you on your path to becoming a volunteer through a presentation by our Volunteer team, interactions with the Volunteer team and other new volunteers, watching instructional videos and other fun and enlightening activities. After you complete the new volunteer orientation, your background check will be completed and you'll be ready to schedule a time to come in to talk with our team about how you'd like to help us!

**Choose your job(s) and train** for your new volunteer job(s). You'll Interview for a specific volunteer position or positions you would like to fill. This is as simple as chatting with our Volunteer team to determine which of the available volunteer jobs you'd like to spend your time doing. Our goal is to make the perfect match for you and the animals. Next, You will be placed in a training program geared specifically for your chosen job(s) to provide you the best support as you help us provide the animals exceptional care and a loving home. By the end of this training, you'll be able to begin walking dogs, hanging out with cats and so much more!

**Volunteer!** The SPCA of Texas volunteer staff and volunteer mentors will work with you to guide and motivate you along the way.

# Volunteer Positions Overview

## Shelter Opportunities

Shelter Operations Assistant

## **Animal Handling Opportunities**

Dog Walker

Cat Volunteer

Adoption Counselor

Behavior Volunteer

Play Group Volunteer

Admitting Tech Assistant

Communications Volunteer

Livestock Assistant

Surgery Tech Assistant

Groomer

## Out of Shelter Opportunities

iFoster Parent

Pet Grief Counseling Volunteer

Compassion Connection Volunteer

Customer Care Center Volunteer

Voluntweep

Education Ambassador

Computer Entry Assistant Volunteer

Special Events Volunteer

PetSmart Cat Volunteer

Clinic Patient Services Volunteer

# Shelter Operations Assistant

## Position Information

**Overview:** Assist in the upkeep of the constant flow of daily operational tasks. This position is essential to the animal care center to keep the behind the scenes aspects of shelter life operational.

## Job Duties

- Ability to safely operate washer and dryer
- Sort toys and bedding into proper places
- Ability to safely wash dishes, kongs and toys
- Sort washed items and put away properly
- Clean assigned areas on a daily basis
- Greet and assist the public
- Spot Cleaning
- Assist in preparation of various supplies for the clinic and shelter

## Requirements

- Follow the mission of the SPCA of Texas
- Must demonstrate the Core Values of the SPCA of Texas
- Attend Volunteer Orientation
- Knowledge of the SPCA of Texas' policies and protocols
- Ability to represent the SPCA of Texas in a professional manner in all situations with the public, volunteers and staff
- Must be patient, courteous and work well under stressful conditions
- Ability to learn and quickly adapt to changes in programs and procedures
- Organize, prioritize and manage multiple tasks
- Ability to stand in one place for sometimes extended periods of time
- Exposure to animal odors, diseases, possible contagious conditions, bites, scratches, animal waste and moderate noise levels

# Dog Walker

<b>Position Information</b>
<b>Overview:</b> Dog Walkers provide essential playtime, care, socialization and cleaning for our shelter dogs.
<b>Job Duties</b>
<ul style="list-style-type: none"><li>• Able to handle dogs safely—with patience and gentleness</li><li>• Must be observant and able to communicate effectively</li><li>• Complete walk cards located in back of kennel (in Dallas)</li><li>• Clean assigned areas on a daily basis</li><li>• Spot clean kennels on adoption floor and holding area</li><li>• Read all Bvals prior to handling animals at every shift</li><li>• Making sure all kennels have bedding, an appropriate toy and water</li><li>• Must demonstrate physical ability to maintain control of dogs; some in excess of 40 pounds</li></ul>
<b>Requirements</b>
<ul style="list-style-type: none"><li>• Follow the mission of the SPCA of Texas</li><li>• Must demonstrate the Core Values of the SPCA of Texas</li><li>• Attend Volunteer Orientation and Animal Handling Training</li><li>• Proper cleaning and disinfection of assigned areas</li><li>• Provide excellent customer service and focus</li><li>• Ability to learn quickly and adapt to changes in programs and procedures</li><li>• Regular exposure to animal odors, diseases, possible contagious conditions, bites, scratches, animal waste and moderate noise levels</li><li>• Knowledge of SPCA of Texas' policies and protocols</li><li>• Must read animal documentation prior to walking dogs</li></ul>
<b>Other Skills/Abilities</b>
<ul style="list-style-type: none"><li>• Working knowledge of breeds, diseases, medical conditions and animal handling and behavior is a plus</li></ul>

# Cat Volunteer

<b>Position Information</b>
<b>Overview:</b> Cat Volunteers provide essential playtime, care, socialization and cleaning for our shelter cats.
<b>Job Duties</b>
<ul style="list-style-type: none"><li>• Provide socialization to cats in condos and single cat rooms</li><li>• Provide enrichment to cats by playing with toys</li><li>• Clean assigned areas in cat rooms</li><li>• Managing multiple tasks simultaneously</li><li>• Fill out Bval forms for the Animal Behavior Department as needed</li><li>• Ability to handle animals safely and with patience and gentleness</li><li>• Report any noticed medical issues to supervisors</li><li>• Monitor and care for animals within the organization</li></ul>
<b>Requirements</b>
<ul style="list-style-type: none"><li>• Follow the mission of the SPCA of Texas</li><li>• Must demonstrate the Core Values of the SPCA of Texas</li><li>• Attend Volunteer Orientation and Animal Handling Training</li><li>• Proper cleaning and disinfection of assigned areas</li><li>• Provide excellent customer service and focus</li><li>• Ability to learn quickly and adapt to changes in programs and procedures</li><li>• Regular exposure to animal odors, diseases, possible contagious conditions, bites, scratches, animal waste and moderate noise levels</li><li>• Knowledge of SPCA of Texas' policies and protocols</li></ul>
<b>Other Skills/Abilities</b>
<ul style="list-style-type: none"><li>• Knowledge of the different cat breeds and behavior is a plus</li></ul>



# iFoster Parent

## Position Information

**Overview:** Provide love and attention to animals not yet ready for adoption. These animals are often too young or small for spay and neuter surgery, recovering from illness or surgery or in need of socialization.

## Job Duties

- Welcome animals from the SPCA of Texas that have been selected for foster care into their homes to help prepare them for future adoption
- Care for, clean, feed and monitor animals in the foster home
- Ensure the safety of the animals while in foster care
- Medicate and perform minor prescribed veterinary treatments and practices for animals according to veterinary instructions and SPCA of Texas guidelines
- Provide training, socialization and developmental activities according to SPCA of Texas guidelines
- Transporting animals to and from SPCA of Texas shelter or clinic as needed
- Report animal's progress or condition changes to the Foster and Behavior Manager in a timely manner

## Requirements

- Follow the mission of the SPCA of Texas
- Must demonstrate the Core Values of the SPCA of Texas
- Attend Volunteer and iFoster Orientation
- Home Visit
- Time to care for foster pets
- Space in home to separate foster from other animals in household
- General knowledge of animals
- Knowledge of the SPCA of Texas' policies and protocols
- Ability to represent the SPCA of Texas in a professional manner in all situations with the public, volunteers and staff
- Ability to learn and quickly adapt to changes in programs and procedures
- Availability to commit to an average of two weeks, twice a year to care for animals in need of foster care
- Availability to attend two training classes each year

## Other Skills/Abilities

- Working knowledge of breeds, diseases, medical conditions and animal handling and behavior is a plus

# Customer Care Center Volunteer

## Position Information

**Overview:** Assist the public by taking phone calls, explaining the SPCA of Texas' policies and procedures, schedule appointments and giving general customer service.

## Job Duties

- Function comfortably in a fast-paced, performance-based call center environment where any call can be monitored and assessed
- Ability to carry out several tasks at the same time
- Answer incoming calls from branch offices and assist customers with specific inquiries
- Make outbound calls to remind customers of scheduled appointments
- Field questions from potential customers regarding SPCA of Texas accounts, services, products, fees, website information and branch offices
- Reply to customer inquiries in a courteous, efficient and professional manner providing a high level of personalized customer service
- Search for and enter information, moving between two or more open browser windows on the desktop, while also on the phone
- Report daily activity
- Must ensure all email requests and voicemails are responded to by end of day
- Must ensure all clinic appointments are confirmed two days in advance
- Maintain and prepare daily reports
- Send out mass emails to various email groups
- Review customer emails and write timely, professional responses to inquiries or route emails to appropriate department for review and response
- Maintain data integrity
- Must meet/exceed monthly performance measures

## Requirements

- Follow the mission of the SPCA of Texas
- Must demonstrate the Core Values of the SPCA of Texas
- Attend Volunteer Orientation
- Customer Care Center training
- Strong telephone communication and interpersonal skills due to the heavy phone use this job entails
- Effective verbal and written communication
- Organize, prioritize and manage multiple tasks
- Meet deadlines
- Work autonomously and perform well under pressure
- Detail-oriented and resourceful
- Ability to work in a fast-paced environment, maintaining energy through often-times repetitive tasks
- Ability to keep information confidential

## Other Skills/Abilities

- Being bilingual is a plus

# Special Event Volunteer

## Position Information

**Overview:** Assisting the SPCA of Texas' Special Events/Development department by supporting and assisting the planning and execution of various fundraising and community events.

## Job Duties

- Responsible for attending regularly scheduled meetings and events
- Coordinates special event activities to support functions of the SPCA of Texas
- Aid in sponsored programs and direct mail as needed
- Have thorough understanding and working knowledge of SPCA of Texas' fundraising strategies
- Possess excellent oral and written communication skills
- Assist staff/volunteers in their duties, use of equipment and materials for any special event related function
- Have excellent interpersonal skills and ability to motivate to produce positive results
- Have ability to work well with the public and fellow staff/volunteers using tact, patience, courtesy and the highest level of professionalism in performing their daily tasks
- Coordinating vendor/sponsor participation in accordance with deadlines and Special Events Dept policies

## Requirements

- Follow the mission of the SPCA of Texas
- Must demonstrate the Core Values of the SPCA of Texas
- Attend Volunteer Orientation
- Effective verbal and written communication
- Organize, prioritize and manage multiple tasks
- Meet deadlines
- Work autonomously and perform well under pressure
- Detail-oriented and resourceful
- Ability to work in a fast-paced environment
- Ability to keep information confidential

## Other Skills/Abilities

- Being bilingual is a plus

# Compassion Connection Volunteer

## Position Information

**Overview:** The SPCA of Texas' Compassion Connection program brings Animal Assisted Activities and Animal Assisted Therapy to hospitals, nursing homes, retirement centers, rehabilitation centers and social service organizations in the Dallas and Collin County areas. This special program is designed to enhance the mental, physical and emotional well-being of the individuals that these organizations serve by affording them the opportunity to spend quality time with trained SPCA of Texas volunteers and their pets.

## Job Duties

- Attend scheduled visits to participating facilities to promote Compassion Connection program
- Act as a liaison between the SPCA of Texas and participating facilities
- Maintains communication, updates and scheduling for Compassion Connection visits
- Demonstrate the Core Values of the SPCA of Texas

## Requirements

- Follow the mission of the SPCA of Texas
- Must demonstrate the Core Values of the SPCA of Texas
- Attend Volunteer Orientation
- Register with Pet Partners® and attend required training
- Knowledge of the SPCA of Texas' policies and protocols
- Able to represent the SPCA of Texas in a professional manner in all situations with the public, volunteers and staff
- Must be patient, courteous and work well under stressful conditions
- Ability to learn and quickly adapt to changes in programs and procedures

## Other Skills/Abilities

- Being bilingual is a plus
- Customer Service background is a plus

# Education Ambassador

## Position Information

**Overview:** Designed for children in kindergarten through sixth grade our PetEd program offers creative lessons in English, Geography, History and Math, as well as pet responsibility, bite prevention and the 10 Acts of Kindness. Volunteers will work with Education Department to deliver interactive presentations to youth and adults interested in learning about our shelter, animal safety or the compassionate care of animals.

## Job Duties

- Attend professional meetings, speaking engagements and community events to promote the SPCA of Texas
- Have a thorough understanding of education programs
- Teach classes, conduct workshops, camps and participate in other activities
- Assist in the implementation of new and existing educational projects, programs and curricular activities for youths and adults in Dallas and Collin counties
- Demonstrate the Core Values of the SPCA of Texas

## Requirements

- Follow the mission of the SPCA of Texas
- Must demonstrate the Core Values of the SPCA of Texas
- Attend Volunteer Orientation
- Knowledge of the SPCA of Texas' policies and protocols
- Ability to represent the SPCA of Texas in a professional manner in all situations with the public, volunteers and staff
- Must be patient, courteous and work well under stressful conditions
- Ability to learn and quickly adapt to changes in programs and procedures
- Ability to work with diverse groups
- Strong telephone communication and interpersonal skills
- Organize, prioritize and manage multiple tasks
- Detailed-oriented and resourceful

## Other Skills/Abilities

- Ability to keep information confidential
- Camp experience preferred
- Speech experience is a plus
- Being bilingual is a plus

# Pet Grief Counseling Volunteer

## Position Information

**Overview:** The SPCA of Texas offers an innovative and dynamic program designed to help those who are grieving the loss of a beloved companion animal. The SPCA of Texas' Pet Grief Counseling program offers comfort, guidance and support as well as tools that can help facilitate grief recovery.

## Job Duties

- Attend scheduled classes and programs to promote the Pet Grief Counseling program
- Act as a liaison between the SPCA of Texas and the general public
- Communications, updates and scheduling for Pet Grieving Support programs and its volunteers

## Requirements

- Follow the mission of the SPCA of Texas
- Must demonstrate the Core Values of the SPCA of Texas
- Attend Volunteer Orientation
- Must attend required Pet Grieving Support training
- Knowledge of the SPCA of Texas' policies and protocols
- Able to represent the SPCA of Texas in a professional manner in all situations with the public, volunteers and staff
- Must be patient, courteous and work well under stressful conditions
- Ability to learn and quickly adapt to changes in programs and procedures

## Other Skills/Abilities

- Being bilingual is a plus
- Communication experience is a plus
- Customer Service background is a plus

# Voluntweep

## Position Information

**Overview:** Assist the SPCA of Texas' Communication department spread our message across various social media outlets.

## Job Duties

- Repost messages from the SPCA of Texas' social media platforms
- Answer questions correctly from posts
- Positively talk about the SPCA of Texas and our programs

## Requirements

- Follow the mission of the SPCA of Texas
- Must demonstrate the Core Values of the SPCA of Texas
- Attend Volunteer Orientation
- Computer and internet access
- Facebook account and/or Twitter account and/or Pinterest and/or Instagram and/or YouTube
- Knowledge of the SPCA of Texas' policies and protocols
- Able to represent the SPCA of Texas in a professional manner in all situations with the public, volunteers and staff
- Must be patient, courteous and work well under stressful conditions
- Ability to learn and quickly adapt to changes in programs and procedures

## Other Skills/Abilities

- Being bilingual is a plus
- Communication experience is a plus

# Computer Entry Assistant Volunteer

## Position Information

**Overview:** Assist with various computer data entry as assigned using the Raiser's Edge database and Shelter Buddy database. This position provides support to both the Administrative offices and the shelter locations.

## Job Duties

- Function comfortably in a fast-paced environment where entries can be monitored and assessed
- Ability to carry out several tasks at the same time
- Search for and enter information, moving between two or more open browser windows on the desktop
- Report daily activity
- Maintain data integrity
- Basic knowledge of computers
- Enter and clean up various data into the organization's databases
- Ability to keep data being entered and other information confidential

## Requirements

- Follow the mission of the SPCA of Texas
- Must demonstrate the Core Values of the SPCA of Texas
- Attend Volunteer Orientation
- Database training
- Effective verbal and written communication
- Organize, prioritize and manage multiple tasks
- Meet deadlines
- Work autonomously and perform well under pressure
- Detail-oriented and resourceful
- Ability to work in a fast-paced environment, maintaining energy through often-times repetitive tasks
- Ability to keep information confidential
- This position is regularly required to use hands to fingers, handle, talk and hear
- This position requires the volunteer to frequently sit, walk and reach with hands and arms
- This position requires specific vision abilities which include: close vision, distant vision, color vision, peripheral vision, depth perception and ability to focus

## Other Skills/Abilities

- Previous computer experience
- Experience with Raiser's Edge and Shelter Buddy databases is a plus
- Experience with Microsoft Windows and Explorer is a plus



# PetSmart Cat Volunteer

## Position Information

**Overview:** Assist in the care and socialization of the cats at PetSmart locations.

## Job Duties

- Communicate and schedule volunteer shifts with the PetSmart Adoption Specialist
- Clean assigned PetSmart stores on a regular basis
- Report any vacant kennel spaces and observed health or behavior issues
- Handle animals in the PetSmart stores for cleaning, moving to new location, etc
- Protect the confidential information of customer and donors
- Keep inventory of program supplies and report shortages to PetSmart Adoption Specialist
- Maintain assigned equipment and supplies in safe condition, report problems or needed repairs
- Represent the SPCA of Texas by providing excellent customer service and focus
- Provide attention and affection to the cats and kittens residing in the PetSmart stores

## Requirements

- Follow the mission of the SPCA of Texas
- Must demonstrate the Core Values of the SPCA of Texas
- Attend Volunteer Orientation and animal handling level one and two training
- Training with SPCA of Texas PetSmart cat staff member
- Knowledge of the SPCA of Texas' policies and procedures including but not limited to, adoptions, admitting, cleaning and medical protocols
- Ability to represent the SPCA of Texas in a professional manner in all situations with the public, volunteers and staff
- Ability to handling animals safely with patience and gentleness
- Be patient, courteous and work well under stressful conditions
- Ability to read, write and communicate effectively
- Regular exposure to animal odors, diseases, possible contagious conditions, bites, scratches, animal waste and moderate noise levels
- Ability to learn and quickly adapt to changes in programs and procedures

## Other Skills/Abilities

- Adoption Specialist training is a plus
- Being bilingual is a plus

# Clinic Patient Services Volunteer

## Position Information

**Overview:** Assist the clinic with clients for both surgery and wellness visits.

## Job Duties

- Greet customers
- Assist Clinic Supervisor/Manager and/or Patient Service Specialist with filing, phone calls, emails, mailings and other communications as needed
- Ensures all procedures and prescriptions are listed and priced correctly when invoiced
- Clean assigned areas and do laundry as needed throughout the day
- Collect and maintain accurate record of payment, fees and donations
- Clean assigned areas on a daily basis
- Maintain database by entering accurate information on the owners and animals in our care
- Care for and monitor shelter surgery animals as they recover from surgery
- Aide is specimen collection and tests for shelter animals
- Assist Clinic Supervisor/Manager and/or Patient Service Specialist with check-in and check-out as needed
- Help with surgery packs as needed
- Help keep current inventory of necessary program supplies and report shortages to Medical Services Supervisor/Manager
- Check and clear voice messages, promptly answering, returning phone calls and documenting calls on phone log
- Schedule appointments for wellness visits and surgery patients
- Represent the SPCA of Texas by providing excellent customer service, patient care and focus

## Requirements

- Follow the mission of the SPCA of Texas
- Must demonstrate the Core Values of the SPCA of Texas
- Attend Volunteer Orientation and Animal Handling, level one, two and three
- Proper cleaning and disinfection of assigned areas
- Provide excellent customer service and focus
- Ability to learn quickly and adapt to changes in programs and procedures
- Regular exposure to animal odors, diseases, possible contagious conditions, bites, scratches, animal waste and moderate noise levels
- Through knowledge of SPCA of Texas Medical Services policies and procedures
- Knowledge of SPCA of Texas' policies and protocols, including, but not limited to, adoption and admitting
- Working knowledge of breeds, diseases, medical conditions and animal handling and behavior
- Knowledge and ability to accurately work with detailed information in paper and computerized format
- Ability to read, write and communicate effectively

## Other Skills/Abilities

- Being bilingual is a plus

# Adoption Counselor

## Position Information

**Overview:** Adoption Counselors assist customers interested in finding a new pet for their family, provide information regarding basic pet care and training techniques and the medical and behavioral history of the animals available for adoption.

## Job Duties

- Assist potential adopters with the selection of animals available for adoption
- Show the potential adopter the animal that they are interested in adopting
- Review the animal's medical, behavioral and any other information with the potential adopter
- Explain the benefits when adopting from the SPCA of Texas
- Answer any questions that the potential adopter may have
- Complete the computer portion of the adoption
- Protect the confidential information of customers and donors
- Review kennel cards during any down time to learn about the animals
- Able to handle a variety of different types of dogs and cats

## Requirements

- Follow the mission of the SPCA of Texas
- Must demonstrate the Core Values of the SPCA of Texas
- Attend Volunteer Orientation, Animal Handling training, Adoption Counselor training and Shelter Buddy database training
- Ability to handle animals safely and with patience and gentleness
- Ability to represent the SPCA of Texas in a professional manner in all situations with customers, volunteers and staff
- Must be patient, courteous and work well under stressful conditions
- Ability to read, write and communicate effectively with various individuals
- This position is regularly required to use hands to fingers, handle, talk and hear
- The Volunteer is frequently required to stand, walk, sit, reach with hands and arms, stoop, kneel or crouch
- The position requires specific vision abilities including: close vision, distant vision, color vision, peripheral vision, depth perception and ability to focus

## Other Skills/Abilities

- Being bilingual is a plus
- Knowledge of the different types of breeds of dogs and cats is a plus

# Behavior Volunteer

## Position Information

**Overview:** Training shelter pets using SPCA of Texas-approved techniques to exercise their minds and bodies. This position provides important enrichment to our animals.

## Job Duties

- Must have current animal handling training
- Must take animal behavior trainings
- Assist public by answering questions and providing customer service
- Protect confidential information
- Perform approved training from Animal Behavior Department
- Maintain assigned equipment and supplies and report shortages
- Notify ABD through filling out a Behavior Evaluation (BVAL) any animal behavior that is not appropriate
- Be a team player

## Requirements

- Follow the mission of the SPCA of Texas
- Must demonstrate the Core Values of the SPCA of Texas
- Attend Volunteer Orientation and Animal Handling training Levels One, Two and Three
- Willingness to work with animals that are pre-identified by Animal Behavior Department as having a specific training need
- Ability and willingness to learn and quickly adapt to changes in programs and procedures
- Must know where air horns and other safety equipment are located
- Read and understand how to break up dog fights (read and utilize procedures outlined during training)
- Confidence working with animals that do not have leash manners

## Other Skills/Abilities

- Previous experience working with animals a plus
- Previous shelter experience a plus
- Strong understanding of canine body language a plus

# Play Group Volunteer

## Position Information

**Overview:** Assist staff in creating and running dog play groups for socialization and exercise. This position provides important interaction and socialization for the dogs in our care.

## Job Duties

- Ability to read dog body language and comfortable in dealing with multiple dogs at once
- Must be with a staff member to do introductions until released by staff to continue with another volunteer
- After groups established two or more Behavior Volunteer team members may do the introductions

## Requirements

- Follow the mission of the SPCA of Texas
- Must demonstrate the Core Values of the SPCA of Texas
- Attend Volunteer Orientation and Animal Handling training Levels One, Two and Three
- Play group training
- Read and understand how to break up dog fights (read and utilize procedures outlined during training)
- Know where air horns are located
- Able to Lift or move 40lbs

## Other Skills/Abilities

- Previous experience working with animals a plus
- Previous animal shelter experience a plus
- Strong understanding of canine body language is a plus

# Admitting Tech Assistant

## Position Information

**Overview:** Assist the shelter admitting techs with intake medical evaluations, booster vaccinations, scribing for the behavioral evaluations and various paperwork. This position provides important support to our animal admitting process to intake animals for our adoption program.

## Job Duties

- Assist customers with relinquishing their animals
- Knowledge of admitting procedures
- Maintain accurate information and record keeping
- Utilize proper animal handling methods
- Medical evaluation of animals
- Assist in scribing as staff performs behavioral assessments on dogs
- Provide excellent customer service and focus
- Proper handling and care of medical supplies including but not limited to vaccines, testing supplies and medications
- Clean assigned areas on a daily basis
- Maintain database by entering accurate information on owners and their animals
- Update animal information and maintain individual animal records through database system and internal shelter paperwork
- Check and clear voice messages, promptly answering, returning phone calls and documenting calls on phone log
- Keep current inventory of necessary program supplies and report shortages to ACC Supervisor

## Requirements

- Follow the mission of the SPCA of Texas
- Must demonstrate the Core Values of the SPCA of Texas
- Attend Volunteer Orientation, Animal Handling and Restraint training
- Thorough knowledge of SPCA of Texas' admitting policies and procedures
- Working knowledge of breeds, diseases, medical conditions, animal handling and behavior
- Ability to handle animals safely and with patience and gentleness
- Ability to represent the SPCA of Texas in a professional manner in all situations with the public, volunteers and staff
- Must be patient, courteous and work well under stressful conditions
- Ability to read, write and communicate effectively
- Regular exposure to animal odors, diseases, possible contagious conditions, bites, scratches, animal waste and moderate noise levels

## Other Skills/Abilities

- Vet tech experience is a plus
- Experience in a fast-paced environment
- Detail-oriented

# Communications Volunteer

## Position Information

**Overview:** SPCA of Texas animals need photos and descriptions for our website. Work with the Communications department to create descriptions of animals and assist with animal photography.

## Job Duties

- Assist the photographer in capturing flattering photos of animals by walking/handling animals
- Submit descriptions using guidelines and templates to Communications department in a timely manner
- Coordinate schedule with Communications department to write descriptions/photograph specific animals
- Represent the SPCA of Texas by providing excellent customer service and focus

## Requirements

- Follow the mission of the SPCA of Texas
- Must demonstrate the Core Values of the SPCA of Texas
- Attend Volunteer Orientation and Animal Handling training Levels One, Two and Three
- Ability to represent the SPCA of Texas in a professional manner in all situations with the public, volunteers and staff
- Ability to handling animals safety and with patience and gentleness
- Must be patient, courteous and work well under stressful conditions
- Ability to multitask and observe surroundings regarding animals, staff, other volunteers, procedures, camera angles and duties at all times
- Ability to read, write and communicate effectively
- Ability to learn and quickly adapt to changes in programs and procedures

## Other Skills/Abilities

- Being bilingual is a plus
- Communication experience is a plus

# Livestock Assistant

## Position Information

**Overview:** Participate in the care, enrichment and socialization of SPCA of Texas livestock in McKinney.

## Job Duties

- Provide care and enrichment to the livestock animals
- Provide socialization to the livestock animals
- Provide excellent customer service and focus
- Provide assistance with various tasks in the barn and pastures
- Ability to learn and quickly adapt to changes

## Requirements

- Follow the mission of the SPCA of Texas
- Must demonstrate the Core Values of the SPCA of Texas
- Attend Volunteer Orientation and Animal Handling training, interview with Livestock staff and the Shelter Manager and train with a Livestock staff member
- Previous experience handling various types of livestock
- Ability to work outside for long periods of time
- Knowledge of the various livestock breeds and behaviors
- Ability to handle animals safely and with patience and guidance
- Must be patient, courteous and work well under stressful conditions
- Ability to represent the SPCA of Texas in a professional manner in all situations
- Ability to read, write and communicate effectively
- This position is regularly required to use hands to fingers, handle, talk and hear
- The Volunteer is frequently required to stand, walk, sit, reach with hands and arms, stoop, kneel or crouch
- The position requires specific vision abilities including: close vision, distant vision, color vision, peripheral vision, depth perception and ability to focus



# Surgery Tech Assistant

## Position Information

**Overview:** Volunteer Surgery Technician will work closely with the SPCA of Texas' Veterinarian and all SPCA of Texas Veterinary Surgery Technicians by helping with various Surgery-related tasks.

## Job Duties

- Surgery patient check-ins (morning only)
- Caring for and monitoring animals after surgery
- Assisting with patient surgical prep
- Helping with the sterilization of surgical utensils/tools
- Pre-packing pain medication for surgery animals
- Entering client/patient paper work into clinic software
- End of day cleaning and any necessary laundry
- Surgery patient check-outs (afternoon only)

## Requirements

- Follow the mission of the SPCA of Texas
- Must demonstrate the Core Values of the SPCA of Texas
- Attend Volunteer Orientation and Animal Handling training Levels One, Two and Three
- Proper cleaning and disinfection of assigned areas
- Provide excellent customer service and focus
- Ability to learn quickly and adapt to changes in programs and procedures
- Regular exposure to animal odors, diseases, possible contagious conditions, bites, scratches, animal waste and moderate noise levels
- Necessary to have Veterinary Technician experience
- Through knowledge of SPCA of Texas Medical Services policies and procedures
- Knowledge of SPCA of Texas' policies and protocols, such as, but not limited to, adoption and admitting
- Working knowledge of breeds, diseases, medical conditions and animal handling and behavior
- Knowledge and ability to accurately work with detailed information in paper and computerized format
- Ability to read, write and communicate effectively

## Other Skills/Abilities

- Being bilingual is a plus

# Groomer Volunteer

## Position Information

**Overview:** Grooming shelter pets not only makes them feel good, but helps them find homes faster.

## Job Duties

- Ensure the safety and security of animals by using proper animal restraint and grooming procedures
- Provide grooming services and perform minor treatment on animals including but not limited to bathing, clipping, drying, ear cleaning and nail trim
- Maintain detailed records of services performed
- Report observed health or behavior issues to ACC or Volunteer Supervisor and/or Manager
- Represent the SPCA of Texas by providing excellent customer service and focus
- Clean assigned areas on a daily basis
- Provide information to the public about SPCA of Texas' programs and promote good animal care and responsible pet ownership
- Keep current inventory of necessary program supplies and report shortages to ACC or Volunteer Supervisor
- Maintain assigned equipment and supplies in safe condition and report any problems or needed repairs to the ACC or Volunteer Supervisor

## Requirements

- Follow the mission of the SPCA of Texas
- Must demonstrate the Core Values of the SPCA of Texas
- Attend Volunteer Orientation and Animal Handling training Levels One, Two and Three
- Training on how to properly groom animals
- Proper cleaning and disinfection of assigned areas
- Provide excellent customer service and focus
- Ability to learn quickly and adapt to changes in programs and procedures
- Regular exposure to animal odors, diseases, possible contagious conditions, bites, scratches, animal waste and moderate noise levels
- Knowledge of SPCA of Texas' policies and protocols
- Must read animal documentation prior to walking dogs

## Other Skills/Abilities

- Working knowledge of grooming techniques, breeds, diseases, medical conditions, and animal handling and behavior



