



**TREE HOUSE**  
HUMANE SOCIETY

**JOB DESCRIPTION**

**JOB TITLE:** Animal Welfare Intern  
**EMPLOYER:** Tree House Humane Society  
**DEPARTMENT:** Shelter Operations  
**REPORTS TO:** Director of Operations  
**SUPERVISES:** N/A  
**CLASSIFICATION:** Unpaid, Internship  
**EFFECTIVE DATE:** 05/01/2023

**SUMMARY:** The role of the Animal Welfare (AW) Intern is to provide end-to-end support for animals in Tree House’s Care. AW interns observe and participate in all steps of an animal’s journey from intake to adoption. This position also provides a unique understanding of general shelter operations.

**DUTIES AND RESPONSIBILITIES:**

- **Cat Care and Behavior Support**
  - Ensures the comfort and cleanliness of resident cats by cleaning, disinfecting, and maintaining animal colonies, condos, and cages. This includes, but is not limited to: mopping, sweeping, cleaning and refilling litter pans and food bowls, collecting garbage, restocking items, and spot cleaning cat towers.
  - Assists with feeding animals as scheduled and makes sure they have fresh water at all times.
  - Work with our feline behavior specialist to provide socialization, behavior, and enrichment support to cats
  - Gather photos and animal information for adoption profiles and marketing
  - Provides support for cat transfers and new cat intake
- **Front Desk and Adoption Support**
  - Provides administrative and clerical support to reception desk; up to and including: answering calls, responding to general email inquiries, providing customer service to interested adopters and prospective clients
  - Assists interested parties through the adoption process (animal showings, counseling, processing, and more)
  - Maintains communication with adopters via post-adoption communications and reporting.
- Performs other related duties as assigned by management.

## **FINANCIAL SUPPORT:**

- Tree House will provide a \$300 Transportation Stipend to facilitate participation in this internship.

## **QUALIFICATIONS:**

- No prior experience or training.
- High school diploma or general education degree (GED), or one to three months related experience and/or training, or equivalent combination of education and experience.
- Computer skills required: Knowledge of Microsoft Office products and basic office equipment.
- Spanish Speaking is strongly preferred, but not required.
- Familiarity with cat behavior is preferred.

## **COMPETENCIES:**

- **Attendance & Dependability** - Is consistently at work and on time. Follows instructions and responds to management direction. Provides consistent, timely, high-quality work. Follows through on commitments. Uses time efficiently. Takes responsibility for own actions.
- **Customer Service** - Treats customers (internal and external) with respect and courtesy. Shows interest in, anticipates, and responds timely to customer needs and concerns. Goes beyond basic service expectations to help customers. Responds appropriately to and resolves difficult and emotional situations. Seeks ways to improve service delivery.
- **Diversity** - Enthusiastically works with all employees, regardless of race, gender, culture, and age. Values contributions of people from diverse backgrounds. Demonstrates respect for opinions and ideas of others. Shows awareness of and sensitivity to cultural and individual values.
- **Ethics** - Respects and maintains confidentiality. Tells truth and is honest in all dealings. Avoids situations and actions considered inappropriate or which present a conflict of interest. Upholds organizational values. Does not misrepresent self or use position or authority for personal gain.
- **Teamwork** - Listens and responds constructively to others' views. Gives and welcomes feedback. Provides assistance to others when they need it. Shares expertise. Acknowledges others' effort and contribution. Puts success of team above own interests. Creates a positive work environment.

## **PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

- Frequently required to stand.
- Frequently required to sit.
- The employee must occasionally lift and /or move more than 40 pounds.

*The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

*Tree House Humane Society is an equal opportunity employer and seeks to employ qualified individuals based on individual merit. Tree House Humane Society does not discriminate against any individual with respect to the terms and conditions of employment based on that individuals race, sex, age, religion, color, national origin, disability, genetic information, marital status, veteran status, sexual orientation, gender identity or expression, housing status, or any other non-merit factor protected under state, local or federal laws. Equal Employment Opportunity applies to all personnel actions such as recruiting, hiring, compensation, benefits, promotions, training, transfer, termination, and opportunities for training. Tree House Humane Society is committed to a fair and equitable workplace where everyone is a respected and valued member of the team.*