Greater Androscoggin Humane Society
Lewiston, Maine

Animal Care Associate

Job Description

Class: non-exempt, hourly Revised: March 2026

Reports to: Animal Care Supervisor
Supervises: none
Pay: $15.50
Department: Animal Care/Operations

Position Summary
The animal Care Associate is responsible for providing high-quality care to animals housed within the shelter. This role ensures that all animals receive appropriate nutrition, housing, sanitation, enrichment, basic medical care, and monitoring in accordance with organizational policies, animal welfare standards, and regulatory requirements. The position also includes customer service functions related to adoptions, intake, and general shelter operations.

Essential Duties and Responsibilities

Animal Care & Husbandry

- Perform daily cleaning and disinfection of kennels, cages, animal housing, and public areas following established protocols.
- Provide animals with appropriate food, water, bedding, and enrichment materials.
- Observe animals for signs of illness, injury, stress, or behavioral changes and promptly report findings to supervisory staff.
- Maintain knowledge of and participate in routine medical care, including examinations, vaccinations, and treatments as directed.
- Be familiar with common diseases and their symptoms, transmission, and prevention.

Shelter Operations

- Maintain cleanliness and organization of all animal care areas, storage & laundry rooms, and equipment.
- Restock supplies and ensure adequate inventory of food, cleaning products, and enrichment items.
- Follow all safety procedures related to chemical handling, equipment use, and animal handling.

Customer Service & Public Engagement

- Provide courteous and professional assistance to visitors, adopters, volunteers, and community members.
- Provide daily guidance to volunteers, including ongoing support and promotion od developing related skills.
- Works collaboratively with all other staff members and volunteers to achieve the completion of the daily work assignments.
- Share accurate information regarding animal behavior, care needs, and shelter policies.
- Facilitate adoption processes and support shelter events as assigned.

Recordkeeping & Compliance

- Accurately document feeding, behavior observations, medical notes, and other relevant information in shelter management systems.
- Assist with intake procedures, including identification, labeling, and data entry.
- Adhere to all organizational policies, animal welfare regulations, and confidentiality requirements.
- Ensure all animal housing is clearly and consistently marked with accurate, up-to-date, easy to read kennel cards.

Qualifications

Required Qualifications

- Must be 18 years of age or older.
- High school diploma or equivalent.
- Ability to safely handle animals of varying sizes, species, and temperaments.
- Capacity to perform physically demanding tasks, including lifting and carrying up to 50 lbs. for 100 ft., standing or walking for extended periods, and working in varying environmental conditions.
- Strong attention to detail, reliability, and adherence to procedures.
- Demonstrated compassion for animals and commitment to humane care.
- Strong interpersonal, verbal and written communication skills.
- Ability to remain calm and empathetic in stressful situations.

Preferred Qualifications

- Prior experience in animal shelters, veterinary clinics, kennels, or related environments.
- Basic knowledge of animal behavior and communication, health indicators, and Fear Free handling techniques.
- Experience in customer service or public-facing roles.

Work Environment

- Work is performed in a shelter environment with exposure to animals, noise, odors, cleaning chemicals, and unpredictable animal and human behavior.
- Requires flexibility, teamwork, and the ability to work in a fast-paced and emotionally demanding setting.
- Weekend, holiday, and occasional evening shifts may be required.

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties required by their supervisor. GAHS does require a pre-employment criminal background check.