Animal Caretaker I – Shelter #00235

City of Virginia Beach – Job Description

Date of Last Revision: February 17, 2026

FLSA Status: Non-Exempt **Pay Plan:** General **Grade:** 15

City of Virginia Beach Organizational Mission and Values

The City of Virginia Beach exists to enhance the economic, educational, social, and physical quality of the community and provide sustainable municipal services which are valued by its citizens.

The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

Perform a variety of manual tasks required to maintain proper standards of care for the animals impounded in the shelter; assist citizens in a variety of interactions; assess and monitor overall animal health and behaviors, documenting relevant information; may assist the veterinarian in preparing animals for medical procedures; may assist with performing euthanasia.

Representative Work Functions and Responsibilities

- Follow shelter protocols and daily schedule for feeding, watering, and exercising animals and sanitizing kennels/pens.
- Document animals upon arrival and update status, owner, location, and other information appropriately.

- Screen animals for overall health and behaviors and notes changes, notifying appropriate personnel when immediate medical attention or treatment is necessary; and make recommendations for removing animals from communal areas based on illness or injury.
- Provide basic medical attention (changing bandages, administering prescriptions, or applying ointments) according to directions.
- Assist supervisors in the euthanasia of animals; and operate and clean incinerator to facilitate the animal disposal process.
- Assist citizens in reclaiming and adopting animals, explaining procedural requirements; facilitate citizen "meet and greet" between animals and potential adopters; and assist at off-site adoption events, answering citizen questions, assisting in required paperwork, and accepting payment.
- Unload and store food and other supplies.
- May assist veterinarian.
- May perform administrative tasks such as answering phone, assisting walk-in customers, and processing paperwork, when necessary.
- Perform other job duties requiring skills, knowledge, and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on the current workloads and department needs.

Performance Standards

- Ensure that tasks required by shelter protocols and daily schedule are consistently performed and animals are housed in clean environment with adequate food and water.
- Attentively observe animals, documenting changes in animal health and behavior, notifying other personnel appropriately.
- Provide animal enrichment.
- Provide adequate exercise to animal population multiple times daily.
- Monitor and correct safety concerns resulting from animal damage to pens or other occurrences.
- Make recommendations for animal isolation based upon signs of illness such as symptoms associated with parvo, distemper, mange, etc.
- Perform safe animal handling of varied species and temperaments; provide quality customer service in interacting with a wide variety of individuals including citizens, members of rescue groups, veterinarians, youth volunteers, adult volunteers and representatives from other animal care agencies.
- Provide accurate information about adoption, reclaiming and other procedures and courteously answer specific questions about animals.

- Conduct safe meet and greet interactions between customers and animals as well as between pets.
- Provide information on animal traits/personalities for customers to make informed decisions.
- Accurately document and maintain animal information, ensuring that the posted documentation matches the animal identification tag.
- Ensure directions from veterinarian in terms of medication administration or other special treatment requirements are carried out
- Monitor animals' physical appearance and take corrective action immediately for minor concerns.
- Stock supply inventory.

Minimum Qualifications

- An equivalent combination of experience and training which provides the required knowledge, skills, and abilities.
- Must have a current and valid driver's license.

Preferred Qualifications

One (1) year of experience caring for animals in a professional setting, such as on a ranch, farm, veterinary hospital, doggy day care, or at a shelter/kennel/boarding establishment.

Special Requirements

- All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.
- Must be able to work rotating shifts including weekends and holidays and be available to work overtime when required to meet operational needs.
- Alpha I Status: Positions within this class have been designated as Alpha I positions requiring employees to work during inclement weather, regardless of the City's operational status.
- Successful completion of a police background investigation.
- Note: Work is physically demanding, requiring ability to lift up to fifty (50) lbs. and stamina in performing repetitive manual tasks associated with cleaning protocols throughout the duration of the shift.

Working Conditions

Working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position level both internally and externally with all posted open positions.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

DISCLAIMER:

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.