



**Board of County Commissioners**  
Department of Community Services  
Division of Community & Recreational Programs  
**Animal Services Section**  
**4030 Airport Road**  
**Inverness, Florida 34450**  
**Phone: (352) 726-7660**  
**Fax: (352) 726-4120**

---

Job Description Title: Kennel and Cattery Monitor  
Location: Kennels  
Shift Time(s): 10:00 – 4:00 Monday thru Saturday  
Minimum Age Requirement: Adult

---

Description:

Kennel and cattery monitors interact with customers and monitor customer interactions with the animals. Monitors ask people to refrain from touching or antagonizing the animals, and direct customers to the hand sanitizer dispensers if they do touch an animal. Effective monitors can help reduce the transmission of disease between animals. Monitors need excellent customer service skills and enough knowledge of the shelter to answer customer's basic questions.

Volunteers must defer to Kennel Staff at all times and if unable to locate a Kennel Staff member, should refer visitors back to the front office. Knowledge of adoption requirements is key. Monitors should report any suspicious behavior to a kennel or front office staff member immediately (ie visitor antagonizing shelter pets, visitor feeding shelter pets, or exhibiting unsafe behavior).

Answering questions for the Public: It is important that you let visitors know you are a volunteer and there are certain questions only a staff member can answer, such as:

“Can I adopt this Pet”? It is important that visitors are not given the impression that a volunteer can adopt a pet to them. Don't make comments like, "Sure, You can adopt that pet". There are certain requirements that must be met before a pet is allowed to go home and there may be reasons why the visitor can't adopt. Please tell the visitor they must first fill out an adoption application and refer them to the front office.

“What is the history of this pet”? You may help a visitor find more information about the pet by reading their cage/kennel card. If the visitor asks for more specific details that you do not know, please don't guess! Find a staff member to help or refer them to the Front Office with the cage/Kennel Card in hand.

Skill-Set Requirements:

Customer service skills, Ability to stand for long periods of time

Requirements (special clothing boots, tools, gloves, etc.):

Casual clothing; close-toed shoes

---