The Corporation of the City of St. Thomas - City Clerk's Department has an existing vacancy for an:

Animal Shelter Attendant

(Permanent, Full-Time Position)

Division/Department: By-law Enforcement and Animal Services/Clerk's
Reports to: Manager of By-law Enforcement and Animal Services
Location: St. Thomas Animal Shelter & Various locations throughout the City
Hours: 37.5 hours/week; Sunday to Saturday, Overtime and On-Call as required
Union Affiliation: CUPE Local 841

Position Summary

Under the general direction of the Manager of By-law Enforcement and Animal Services, and technical direction and guidance from the Animal Shelter Coordinator, the Animal Shelter Attendant performs duties related to the day-to-day operation of the City's Animal Shelter. The position provides animal care, shelter maintenance and cleaning, intake and release functions, and related administrative activities to help ensure the safe, humane, and efficient operation of the facility in accordance with City by-laws, policies, and applicable legislation. This position also works collaboratively with By-law Enforcement Officers to help ensure efficient, safe, and humane shelter operations.

Primary Duties and Responsibilities

- Performs day-to-day animal care including but not limited to; contacting owners, accepting shelter intakes from the public and other contracted municipalities, logging animal intakes, collecting fees, releasing and adopting animals in accordance with the City By-law and procedures.
- Maintains, cleans and performs day-to-day duties of the shelter and related facilities per accepted policies and procedures and provincial government requirements i.e. PAWS, Animals for Research, etc. Including the general cleaning of common areas, staff room, bathroom, kitchen, and disposal of waste.
- Performs animal care services such as feeding, cleaning, bathing, grooming and monitors and evaluates the health of animals in the Animal Shelter. Follows up regarding sick animals with the Animal Shelter Coordinator and/or veterinarian. Provides minor health care treatments and collects urine and feces samples as required.

- Evaluates housed animals to determine correct sex, breed, age, and health. Maintains a record of animals and documents all medications/procedures the animal receives and logs any additional concerns.
- Administers treatment and medication as prescribed or directed by the Animal Shelter Coordinator and/or veterinarian including humane euthanasia of skunks and raccoons.
- Impounds, monitors, cares for, and quarantines dangerous animals and animals who have bitten or are suspected of rabies.
- Provides environmental enrichment, socialization, and physical activity to the animals within the facility.
- Prepares and/or retrieves animals for transport and picks up shelter supplies and donations, as needed.
- Performs sick or injured wildlife pickup including but not limited to skunks and raccoons.
- Provide administrative support completing daily tracking logs, reporting, record keeping, cash handling and transactions, documentation of animals, medical records, supplies and shelter activities in accordance with legislation, polices, procedures and City requirements.
- Assists with fundraising and events to promote the shelter and adoptable animals.
- Seasonal maintenance of outdoor areas of the Animal Shelter including grass cutting, snow removal, and salting/sanding of walkways, entrances, and exits.
- Provides guidance and assistance to co-op students and volunteers.
- Assists with safe handling, restraint, and movement of animals within the shelter.
- Supports reunification of lost animals with owners, including intake verification and release procedures.
- Provides general information regarding shelter processes, adoptions, and municipal procedures as directed.
- Coordinates with Municipal By-law Officers for animal intake and transport logistics.
- Receives, handles, and prepares deceased animals for cremation in accordance with established protocols and procedures.
- Performs other duties as assigned.

Education/Experience/Skill

- Ontario Secondary School Graduation Diploma.
- A minimum accredited 1-year College Certificate in a Veterinary Assistant program.
- 1 year experience in animal care, shelter operations, veterinary clinic, kennel, or related environment working with domestic animals (cats/dogs).
- Thorough working knowledge of basic animal care, handling, and welfare practices.
- Strong technical knowledge of animal shelter operations, animal care, animal control practices, and public health issues surrounding animals.
- Must be competent within the meaning of the Occupational Health & Safety Act and be capable of issuing clearly understandable written and verbal instructions.

- Must have knowledge and ability to use personal protective equipment (PPE).
- Must have good hand-eye coordination, alertness, and safety consciousness.
- Ability to work from and interpret specifications, standards, instructions, and legislation.
- Knowledge of safe work practices, infection control, and biosecurity procedures.
- Must be able to follow instructions, work independently or in a group.
- Strong interpersonal and customer service skills when dealing with the public and co-workers.
- Ability to focus and concentrate in high pressure and ever-changing situations.
- Ability to work unsupervised in a variety of situations.
- Knowledge and ability to perform minor repairs on equipment, and to maintain equipment and/or vehicles in a clean, tidy, and safe condition.
- Must have the ability to communicate effectively, professionally, and courteously with all levels of staff, developers, contractors, and the general public.
- Proficient in the use of desktop, tablet, and smart phones including the standard office tools (Outlook, Word, Excel, Access E11, Animal Shelter Software) and other municipal business systems.

Other

- Ontario Driver Record required.
- Must possess a valid "G2" Ontario Driver's Licence and access to reliable transportation.
- Valid First Aid/CPR
- Satisfactory Police Records Check
- Willing and able to receive regular anti-rabies vaccinations

Working Conditions

- Physical dexterity and light to heavy activities including cleaning, lifts and transfers of large animals and interaction with potentially aggressive, distressed or sick animals.
- Works in close proximity to traffic, and in adverse conditions
- Required to work outside in typically unfavourable road and weather conditions.
- Exposure to physical hazards and contrasting weather conditions including but not limited to blizzards, whiteouts, ice storms, fog, sun exposure, machine heat, unpredictable traffic etc.
- Must be capable of performing physically demanding duties and repetitive manual labour.
- Ability to drive in difficult driving conditions.
- With appropriate safety precautions, must be able to tolerate dusty, noisy, and odorous conditions.
- Work independently, undertakes a variety of tasks and performs them with minimal supervision.

- May be required to work evenings, weekends, holidays and on a rotational basis based on operational needs.
- May be required to work within other Service Areas.

WHAT WE OFFER:

- $29.10 - $36.38 per hour (Band D - 2027 rate)
- Comprehensive Benefits
- OMERS Pension Plan
- Paid Vacation and Holidays
- Employee Family Assistance Program (EFAP)
- Tuition Reimbursement Program (continuous learning)

Applications must be received no later than Sunday December 6, 2026, at 11:59 p.m.

HOW TO APPLY:

Go to www.stthomas.ca – Employment Opportunities. Go to Posting Title and click the 'Apply' button. You may need to register/create a Login.

Please import/upload your COVER LETTER AND RESUME individually (i.e. pdf, word) and ensure you have attached all documents prior to submitting your application.

Note: You may be required to answer Qualification questions during the application process.

The City of St. Thomas is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. If you require accommodation to apply or if selected to participate in an assessment process, you must provide your accommodation needs in advance. Questions may be directed to the Human Resources Department at 519-631-1680 ext. 4146.

Although we appreciate all applications received, only those selected for an interview will be contacted.

Personal Information on this application is collected under the authority of the Municipal Act., R.S.O. 2001, as amended, and will be used to determine eligibility and suitability for employment with the City of St. Thomas.

Our hiring process does not use artificial intelligence (AI) or automated decision-making tools. Applications are reviewed and evaluated by our hiring team.