



# Animal Care Technician

**Supervisor:**

Animal Care PIC'S

## JOB DESCRIPTION

**Summary:**

Animal care technicians perform all duties involved in animals' daily care and facilitate interactions with the public.

**Duties and Responsibilities:**

- Perform cleaning and care in accordance with established procedures and training protocol
- Willingly assist the public in all aspects of shelter programs
- Share information to enhance the public's knowledge of animal welfare and SafeHaven Humane Society's mission and program.
- Perform all kennel duties in accordance with established procedures and training levels
- Clean and disinfect kennel and cage areas, exam areas, showing areas, and other animal care areas according to procedures. Maintain cleanliness standards throughout the day
- Feed, water, medicate and exercise animals as required for their well-being. Wash dishes, perform laundry tasks, restock animal areas with supplies, and perform other activities involved with the keeping of animals
- Assist in the adoption process by showing dogs, explaining adoption procedures, discussing adoption concerns, and providing printed information.
- Assist with dog-to-dog introductions and escorting customers through the lost and found process.
- Process incoming animals, making assessments and recommendations regarding health, behavior, and adaptability at intake and conducting ongoing health checks.
- Assist in maintaining the accuracy of animal identification records in the animal care areas
- Monitor and record drug usage and ensure proper storage, handling, and medicating.
- If authorized to drive company vehicles, may be required to take/pick up animals at vet clinics, residences, or other places to be determined.
- Assist in maintaining the order and cleanliness of the shelter facility and grounds.
- May also be required to perform other duties as assigned by the shelter manager or executive director
- The ideal candidate will have experience in Shelter Work
- Must thrive in a busy environment and exemplify high care to shelter guests.
- Unload and assist with incoming transports of dogs as needed

- Provide excellent customer service skills while questioning and scheduling clients for owner surrendered animal intakes
- Abide by SafeHaven's policies and protocols when scheduling animal intakes
- Abide by SafeHaven's protocols when cleaning the intake room and isolation kennels
- Ability to restrain animals properly and safely during the health exam, vaccinations, and blood draws.
- Ability to use needles and syringes to draw up and administer blood, vaccinations, SQ fluids, microchips, and medications
- Ability to lift and restrain up to 100 pounds with assistance
- Ability to safely groom and trim animals' nails
- Recognizing animal body language and potential behavior issues
- Communicate with the public in a positive, educational manner and can work cooperatively with people, regardless of the context of the situation.
- Recognize animal viruses, diseases, and other health concerns

### **Competencies:**

- Will have regular contact with other shelter employees and volunteers from all departments
- Will have regular and ongoing contact with the public during their visits to the shelter
- May work with area veterinary clinics, animal control officers, and other agencies
- Contact with others will require tactful exchanges and a professional demeanor
- Must be able to communicate with the public in a positive, educational manner and have the ability to work cooperatively with people, regardless of the context of the situation
- Must have demonstrated safe working habits for self, the animals, and the public.
- Preferred candidates will have experience with dog training and/or behavior modification
- Must be able to work holidays and weekends as assigned, meet the physical requirements of the job, and be bondable
- Candidates must have a valid Oregon driver's license and be insurable through SafeHaven Humane Society's company Insurance policy
- Preferred candidates will have knowledge of healthcare, behavior, breeds, and control of handling dogs, cats, and other animals.
- Candidates will also understand and recognize common diseases and have considerable knowledge of safe procedures for handling animals.

### **Requirements:**

- Must have a basic working knowledge of animal care requirements

EOE M/F/V/D

### **Signatures**

This job description has been approved by all levels of management:

Executive Director \_\_\_\_\_

HR \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_