



Job Description

Position: Animal Care Technician – Canine Program

Summary: Under general supervision of the Animal Care Manager, performs routine and technical services relating to the health, care and well-being of the animals at the shelter and the maintenance of the animal housing areas; processes new arrivals; assists with returning stray animals to their owners; and provides adoption counseling for potential adoptive families.

Direct Supervisor: Canine Program Manager

Essential functions:

- Clean and maintain animal areas of shelter to provide an odor free and low stress environment for the animals.
- Ensure welfare and proper care of animals within the shelter is maintained.
- Handle animals in the shelter, including difficult to handle and potentially dangerous animals.
- Provide animals with needed exercise, attention, love, food and water, hygiene, and grooming according to shelter protocols and guidelines.
- Collect complete and accurate information regarding animals impounded at the shelter.
- Follow impound procedures promptly and thoroughly, including examining and vaccinating animals, completing all paperwork, and documenting each animal in PetPoint software.
- Maintain current knowledge of animals on premises, and accurately describe animals to the public using objective characteristics and behaviors.
- Monitor the health and well-being of the animals on an ongoing basis, rapidly identify any medical or behavioral concerns and immediately report to the Kennel Manager and behavior and/or veterinary staff as appropriate.
- Maintain accurate and complete records of animal care, including physical and behavioral condition, and medical and behavioral treatments performed.
- Administer daily medications and treatments according to instructions.
- Assist with medical and behavioral assessments.
- Work with behavior staff to develop a working knowledge of animal behavior and training.
- Comply with established protocols regarding operation of the shelter.
- Work courteously and cooperatively with other staff members and volunteers. Work with coworkers to ensure positive communication.
- Provide excellent customer service.
- Interact professionally and compassionately in person and on the phone with members of the public, including owners reclaiming stray animals and seeking information about lost animals, and potential adopters.

- Interact with the animals and talk with prospective adopters about them to make the best possible match.
- Approve or deny adoptions, and communicate with the applicant in a manner that maintains a courteous attitude even when declining a request.
- Ensure that equipment and materials are properly used and maintained.
- Assist with humane euthanasia procedures; perform procedures when instructed and certified.
- Attend staff meetings and trainings.
- Keep current with shelter events and program updates.
- Assist in training new staff and volunteers.
- Transport animals, cages and other equipment to and from other shelters, rescue organizations, and off-site events.
- Treat all animals humanely, properly, and with compassion at all times, regardless of the situation or circumstance and promote a humane and caring attitude toward all animals.
- Fill in for other areas and perform other tasks as needed, including at special events.

Knowledge, Skills & Abilities:

- High school diploma or general education degree and six months experience working with animals, or equivalent combinations of education and experience.
- Knowledge of animal handling skills, animal behavior, and animal care desired.
- Ability to quickly learn and apply City and County policies regarding impound, retention, and release of animals.
- Ability to read and comprehend written instructions.
- Ability to communicate clearly and concisely, both orally and in writing.
- Being multilingual is a plus.
- Ability to effectively and professionally communicate with co-workers, volunteers, and the general public.
- Ability to perform basic math to calculate fees and understand medication dosages.
- Functional understanding of MS Office and internet applications; ability to learn PetPoint software.
- Ability to remain pleasant and calm even in stressful situations.

Certificates, licenses, registrations:

- Valid Oregon Driver's license required.
- Euthanasia certification desired within 1 year.

Physical demands:

- Must be able to bend, kneel, walk, and reach frequently; stand and sit for up to eight hours; lift up to 50 lbs.
- Must be able to restrain and humanely handle animals, including difficult to handle and potentially dangerous animals.

Work environment:

While performing the duties of this job, the employee is regularly exposed to noxious odors, fumes, and airborne particles (including allergens such as animal fur and dander); toxic or caustic chemicals; and potentially volatile situations which can present risk of violence or injury. The noise level in the

work environment is usually moderate to loud. Allergic conditions, which would be aggravated when handling or working with animals, may be a disqualification.

Greenhill Humane Society is an equal opportunity employer. We consider all candidates of all races, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status. GHS values diversity in our workforce.