



Job Description

Position: Animal Care Technician – Specialized Species Department
Full-time with benefits

Summary: Under the general supervision of the Animal Welfare Manager (AWM), the Animal Care Technician performs routine and technical services relating to the health, care and well-being of all species in the shelter, generally excluding canines and felines. In a typical year, this may include rabbits, guinea pigs, gerbils, ferrets, chickens, geese, reptiles, amphibians and small livestock. The technician maintains animal housing areas, processes new arrivals, assists with reuniting stray animals with their owners, and provides adoption counseling for potential adoptive families. This is a full-time position with benefits.

Essential Functions:

- Ensure welfare and proper care of animals within the shelter is maintained in all phases of shelter operation.
- Handle a variety of species, including difficult to handle and potentially dangerous animals.
- Clean and maintain animal areas to provide an odor-free and low-stress environment for the animals.
- Provide animals with needed food, water, enrichment, exercise, hygiene, and grooming requirements according to shelter protocols and guidelines.
- 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 AWM and/or veterinary staff as appropriate.
- 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.
- Maintain accurate and complete records of animal care, including physical and behavioral condition, and medical and behavioral treatments performed.
- Follow intake procedures promptly and thoroughly, including examining and vaccinating animals, completing all paperwork, and documenting each animal in PetPoint software.
- Collect complete and accurate information regarding animals impounded at the shelter.
- Maintain current knowledge of animals on premises, and accurately describe animals using objective characteristics and behaviors.
- Follow all safety and sanitation policies throughout the shelter.
- Work courteously and cooperatively with other staff members and volunteers to ensure communication.
- Provide excellent customer service.
- Interact professionally and compassionately in person, on the phone, and online with members of the public, including potential adopters, and owners reclaiming stray animals or seeking information about lost animals.
- Approve or deny adoptions, and communicate with the applicant in a manner that maintains a courteous attitude at all times.
- Ensure that equipment and materials are properly used and maintained.
- Attend staff meetings and trainings and stay 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 and/or during disaster response.

Knowledge, Skills & Abilities:

- High school diploma or general education degree.
- At least 1 year 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.
- 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.
- Bilingual or multilingual abilities preferred.

Certificates, licenses, registrations:

- Valid Oregon Driver's license required.

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 and occasionally may be 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 candidates of all races, color, religion, sex, sexual orientation, gender identity, national origin, disability, age, or veteran status. GHS values diversity in our workforce.