



Job Description

Position: Animal Care Technician – Canine Program

Summary: Under general supervision of the Canine Program 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:

- Treat all animals humanely, properly, and with compassion at all times, and promote a humane and caring attitude toward all animals and people
- Ensure welfare and proper care of animals within the shelter
- Clean and maintain animal housing areas (indoors and outdoors) to provide a low stress and odor free environment for the animals
- Safely handle all animals, including those who may be difficult potentially dangerous
- Provide animals with the Five Freedoms, including enrichment, exercise, love, food and water, hygiene, and grooming according to shelter protocols and guidelines
- Collect complete and accurate information regarding animals at the shelter
- Follow intake 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 Canine Program Manager and behavior and/or veterinary staff as appropriate
- Maintain accurate and complete records of daily animal care, including physical and behavioral conditions 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 positive reinforcement training
- Comply with established protocols regarding operation of the shelter
- Provide excellent customer service; work courteously and cooperatively with co-workers and volunteers to ensure positive communication
- Interact professionally and compassionately in person, on the phone and via email with members of the public. Conversations may include owners reclaiming stray animals, people seeking information about lost animals, and potential adopter inquiries
- Interact with each animal and talk with prospective adopters 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 all shelter equipment and materials are properly used and maintained
- Attend staff meetings and trainings
- Stay current with knowledge about 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
- Work collaboratively with other departments and perform tasks as needed
- Assist with humane euthanasia procedures; perform procedures when certified and instructed
- Humanely handle, attempt to identify and process deceased animals as delivered by the Public Works department

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
- Ability to effectively and professionally communicate with co-workers, volunteers, and members of the community
- Ability to perform basic math to calculate fees and understand medication dosages
- Ability to meet organization's hygiene and personal grooming requirements
- Ability to professionally communicate about animal care and end of life decisions
- 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 of hire
- Fear Free Certification is required within six months of hire

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 safely 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.