



ANIMAL SHELTER TECHNICIAN JOB DESCRIPTION

Job Title: **Animal Shelter Technician**

Job Class: **1309**

Pay Grade: **115**

Effective Date: **October 2007**

FLSA: **Non-Exempt**

Revision Date: **May 2024**

NATURE OF WORK

Under close supervision, provides customer service and assists with Animal Shelter operations.

ESSENTIAL FUNCTIONS:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Assists the public in person as well as via telephone and email.
- Greets and directs Animal Shelter visitors, responds to complaints and requests for information; researches files and records; refers matters requiring policy interpretation to supervisor for resolution.
- Processes, maintains, and updates various departmental records, reports, files, computer databases, and other digital and paper files.
- Collects and receipts cash, check, and credit card payments; processes transactions in the accounting system, balances a cash drawer, and deposits receipts daily; processes monetary donations as well as donated supplies; sorts donations and places in appropriate designated storage areas.
- Updates and maintains departmental records, files, lists, handbooks, databases, and/or web pages.
- Provides basic care for animals kept in the Animal Shelter in compliance with all applicable rules, regulations, and procedures.
- Maintains safe and sanitary conditions in the Animal Shelter.
- Cleans and feeds animals, and performs basic medical care, restraint, and infection control procedures.
- Conducts animal intakes and performs assessment of animals to determine age, health, assess for injuries and overall temperament for adoptability and safety of the Animal Shelter.
- Works with local law enforcement on the disposition and intake of animals based on current agreements.
- Transports animals and supplies using designated county vehicles; travels to events as requested.
- Assists with euthanasia and disposal of remains.

WORKING ENVIRONMENT / PHYSICAL DEMANDS:

Work is performed in an office and the County animal shelter; work involves moderate physical demands; ability to lift up to 60 pounds; must maintain a level of physical fitness to meet Department standards.

DISTINGUISHING CHARACTERISTICS:

This is the entry level position in the Animal Shelter Technician job series.

EMPLOYMENT STANDARDS:

High School Diploma or G.E.D. equivalent; AND one (1) year of relevant animal care experience. Must be able to pass and receive Legend Drug and Chemical Capture Certification within 1 year of hire. A valid Driver's License is required. Successful completion of a background investigation.

KNOWLEDGE AND SKILLS:

Knowledge of:

- County policies and procedures.
- Customer service principles, protocols, and standards.
- General office practices and use of office equipment.
- Standard computer software applications.
- Proper animal handling practices.
- Physical characteristics of common breeds of dogs and cats.
- Principles of record keeping and records management.

Skills in:

- Coordinating and performing a variety of customer service functions.
- Responding to public inquiries and providing information regarding departmental services, programs, policies, and procedures.
- Maintaining accurate records.
- Communicating effectively verbally and in writing.
- Maintaining confidentiality.
- Exercising patience, care and compassion in dealing with animals.
- Identifying various types of animals, and recognizing characteristics and symptoms of diseases.
- Maintaining accurate records.
- Operating a personal computer utilizing standard and specialized software.
- Establishing and maintaining effective working relationships with co-workers.
- Following verbal and written instructions.