



## **JOB DESCRIPTION**

**POSITION TITLE: Animal Care Technician**

**REPORTS TO: Animal Services Manager**

**POSITION SUMMARY:** The Animal Care Technician is responsible for maintaining the daily care of animals and housing areas as well as other areas of the Shelter facility. Ensure grounds are kept in a clean and sanitary condition. Assist the public by providing information on animal related problems/issues and with adoptions, reclaims and surrender of animals.

### **DUTIES & RESPONSIBILITIES:**

- Works collaboratively within all levels of the organization and across departments to cultivate a positive culture and team approach to fulfilling AWS' mission
- Clean and maintain all cat and dog kennels
- General cleaning of facility including laundry
- Feed, care, bath, and medicate animals
- Provide excellent customer service at all times
- Assist the public during the surrender and intake process
- Responsible for properly handling money and credit card transactions
- Handle all aspects of the adoption process and provide counseling as needed
- Transport animals to veterinarians as needed
- Perform and/or assist in the routine test for heartworm, leukemia, and internal parasites, treat shelter animals for external parasites and vaccinate as needed
- Professionally answer the phones and route calls as necessary
- Must be knowledgeable and in compliance with the AWS Personnel Guidelines and State and Federal laws
- Have a working knowledge of AWS policies, procedures, and programs
- Notify supervisor of sickness or injury of animal or person in the facility, needed supplies, faulty equipment, and inappropriate behavior of visitors or volunteers
- Other duties as assigned

### **EDUCATION/WORK EXPERIENCE:**

- High School/GED diploma
- Previous experience in a direct animal care facility preferred but not required
- Previous customer service experience preferred
- Able to meet background check requirements
- Proven ability to multitask and prioritize in a chaotic environment



**WORK ENVIRONMENT:**

- High degree of mobility required
- Ability to lift 50 lbs on a regular basis
- Maintain a valid driver's license
- Frequent exposure and handling of animals
- Work in a stressful and noisy environment