



## Animal Shelter Technician

**Class code:** 233

**Employee Group:** SEIU

**Salary Range:** 13

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### I. Position Summary

Under general supervision, to provide for the humane care and treatment of animals housed at the shelter; to perform tasks related to the maintenance of the facility; to evaluate the suitability of dogs and cats for the adoption program; and, to provide assistance to customers in the front office of the animal shelter as required.

### II. Distinguishing Features

This is an entry/journey level classification. Employees are expected to require limited amount of time before an incumbent is capable of functioning at the full journey level. Incumbents initially work under immediate supervision, progressing to general supervision as the incumbent becomes able to independently perform the full range of duties associated with this level and to work with the animals often not in proximity to their supervisor. Assigned duties require the exercise of judgment or choice among possible actions, sometimes without clear precedents and often with concern for the consequences of the action.

### III. Examples of Essential Position Duties

- Conducts evaluation of animals for obvious health problems and general conditions, administers vaccinations, and medicates animals as needed at intake and during their stay at the shelter in holding and/or adoption areas.
- Attempts to locate owners of animals with microchips or other identification.
- Assists the public with the redemption of animals and calculates appropriate fees owed; processes animals turned in by owners.
- Enters information into the shelter's management computer system from animal owners and the general public concerning lost/found animals, surrendered animals, and the purchase of licenses.
- Identifies and recommends animals to be euthanized; performs approved, humane euthanasia procedures on approved animals; prepares records of euthanasia performed.
- Moves animals into holding kennels; removes wild animals from traps.
- Oversees and participates in the regular cleaning of animal holding areas and kennels as needed.
- Provides work direction to trustees, community justice crew coordinators, and shelter volunteers as needed concerning the completion of their assigned shelter tasks.
- Determines list of animals requiring exams by visiting veterinarians; assists veterinarians during exams and enters medical information into shelter's management computer system.
- Determines list of animals requiring a rabies vaccine by visiting veterinarians.
- Schedules spay/neuter surgeries for adoptable animals with veterinarian clinics.
- Responds to emergencies requiring veterinarian care and transports animals to veterinary clinics as needed.
- Assesses animals for behaviors and traits that affect adoptability; conducts playgroups to assess dog-to-dog interactions; conducts hands-on exam of animals suitable for adoption; documents observed behaviors in shelter's management computer system; creates profile descriptions for adoptable

animals; assists the public in selecting appropriate animals for adoption.

- Promotes the availability of animals for adoption on the media, websites, social media, etc.
- Evaluates applications for the adoption of shelter animals; discusses any concerns with potential adopters; reviews, verifies, and completes adoption paperwork.
- Processes dog and cat licenses.
- Receives monies from the public; makes change for charges collected in connection with animal redemptions, surrenders, citations, licenses, and adoptions.
- Counts and balances monies received and checks against daily receipts for accuracy.
- Responds to public inquiries concerning Animal Services policies and procedures.
- Inventories and purchases supplies; maintains records of supplies ordered.
- Prepares, copies and files reports, documents, records, and bulletins.
- Adheres to County and departmental policies and procedures as well as safe work practices, policies and procedures.
- Develops and maintains effective working relationships with other staff, public officials, the general public and representatives of other agencies.
- Attends and participates in required trainings.
- Has regular and reliable attendance.
- Overtime may be required.
- Performs other related duties as assigned.

#### **IV. Knowledge, Skills and Abilities**

Requires a working knowledge of methods of safe and humane animal handling; familiarity with euthanasia; working knowledge of breeds of dogs and cats; knowledge of the care and handling of dogs and cats; knowledge of the physical and temperament characteristics of dog and cat breeds; familiarity with other domestic animals; knowledge of state and county codes concerning vaccinations; knowledge of methods and techniques for cleaning animal kennels; modern office methods, practices, and procedures. Experience administering vaccines and medications to a variety of dogs and cats. Ability to constantly be exposed to animals; ability to compassionately handle animals; ability to select and humanely euthanize animals as required; handle large animals in stressful situations; effectively work with the public and volunteers under adverse conditions and resolve potentially volatile situations; safely and effectively manage aggressive and/or infectious animals; prepare and maintain accurate reports, records, and inventories; understand and carry out both oral and written directions; communicate effectively orally, electronically, and in writing; enter data efficiently and accurately into the shelter's management computer system in a timely manner; establish and maintain cooperative working relationships with those contacted in the course of work; use and operate a variety of office machines, equipment, and tools including computers and peripheral equipment; perform routine clerical work; use basic arithmetic to accurately calculate fees, fines, and charges and make correct change; provide simple work direction for trustees, community justice crew coordinators, and shelter volunteers; interpret and explain department policies and procedures as necessary.

**V. Minimum Requirements** (*Performance of the essential duties of this position includes the following requirements, physical demands and/or working conditions*)

**Education and Experience**

- A combination of education and experience equivalent to the completion of the twelfth grade. At least one year of customer service experience plus a minimum of one year experience working with a variety of dogs and cats, preferably in an organizational setting or in a related field.

**Licenses, Certificates and Other**

Possession of the certification authorizing the administration of euthanasia procedures within six months of hire. Possession of a current, valid Driver License with an acceptable driving record.

**Physical Demands** (*Performance of the essential duties of this position includes the following physical demands and/or working conditions*)

Requires the ability to think and act quickly in emergencies; effectively deal with personal danger; requires the ability to exert moderate to extensive amount of physical effort involving stooping, crouching, climbing, and lifting, must maintain effective audio-visual discrimination and perception needed for making observations and communicating with others. Requires the ability to exert a moderate amount of physical effort in sedentary to light work involving moving from one area of the office to another; sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as typing, filing, data entry, and use of office equipment such as typewriters and computers. Requires driving.

**Working Environments**

Work may be conducted in a noisy, crowded area, with exposure to uncomfortable physical conditions, including heat, cold, wetness, strong odors, and strong and/or toxic chemicals. Includes exposure to animals and may include exposure to disruptive people. Must be willing to work various shifts that may include nights, weekends, and holidays.

**VI. Additional Information**

This classification description is not intended to be an exhaustive list of duties, knowledge, skills, abilities, or requirements, as any one position in this classification may be assigned some or all of these duties, in addition to other duties not explicitly listed here. The various duties, responsibilities and/or assignments of this position may be unevenly balanced and change from time to time based upon matters such as, but not limited to, variations in the shift, work demands, seasons, service levels and management's decisions on how to best allocate department resources. Any shift, emphasis or rebalancing of these assigned duties, responsibilities and/or assignments does not constitute a change in the job classification.

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