

ANIMAL SHELTER TECHNICIAN

Department: Commission Office

Job Code: 178

Pay Grade: 105

FLSA Status: Non-Exempt

Reports To: Animal Control Supervisor

JOB SUMMARY

The Animal Shelter Technician coordinates daily activities of the animal shelter, including providing care for animals, ensuring cleaning and maintenance of shelter facilities, assisting veterinarians with medical care, processing intake and adoptions of animals, providing information to the public, assisting with enforcement of animal control ordinances/laws, and performing other tasks in support of animal shelter operations.

ESSENTIAL JOB FUNCTIONS

- Performs daily activities of the animal shelter.
- Opens and closes animal shelter facilities.
- Coordinates animal intake, adoption, and reclaim procedures and activities.
- Documents all animals entering shelter and evaluates animals for adoptability.
- Ensures proper care of animals and proper cleaning, sanitation, and maintenance of shelter, kennels, cages, equipment, and facilities.
- Prepares and maintains documentation on animals in the shelter, including animal intake, medical history, care, adoption, reclaim, or disposal.
- Provides care for animals while in custody of animal control personnel; performs cleaning, feeding, and watering of animals as needed.
- Handles, lifts, and carries animals, restraining as appropriate; handles frightened, fractious, and injured animals; checks animals for current license tags and for signs of rabies, disease, or other illnesses.
- Assists veterinarians in providing routine or emergency medical care for animals in shelter; assists in administering shots and medication; assists with euthanasia procedure and disposal of sick, wild, or unadoptable animals.
- Receives moneys in payment of adoptions, impound fees, and service fees; records transactions, issues receipts, and secures revenues; prepares bank deposits.
- Monitors inventory levels of department equipment and supplies; ensures availability of adequate materials to conduct work activities; initiates requests for new/replacement items.
- Operates a personal computer, general office equipment, animal restraint equipment, or other equipment necessary to complete essential functions, to include the use of word processing, spreadsheet, database, e-mail, internet, website, or other computer programs.
- Prepares or completes various forms, reports, correspondence, animal records, bite reports, adoption documents, work orders, bank deposits, purchase requests, or other documents.
- Receives various forms, reports, correspondence, payments, adoption applications, animal complaints, laboratory reports, policies, procedures, laws, codes, ordinances, maps, directories, manuals, reference materials, or other documentation; reviews, completes, processes, forwards, or retains as appropriate.
- Communicates with supervisor, volunteers, other departments, law enforcement personnel, other animal control agencies, veterinarians, the public, community organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.
- Follows safety procedures, utilizes safety equipment, and monitors work environment to ensure safety of other individuals.

- Maintains a current knowledge and awareness of applicable laws, codes, and ordinances; maintains an awareness of new procedures, trends, and advances in the profession.
- Performs customer service functions.
- Greets visitors and assists individuals at front counter; shows shelter animals to visitors; processes adoptions and reclaims of animals; prepares, files, and maintains official adoption documentation.
- Provides information and assistance related to department services, activities, procedures, forms, fees, or other issues; provides information and education to the public concerning animal control ordinances, animal behavior problems, humane treatment of animals, or related issues; responds to questions/complaints, researches problems, and initiates problem resolution.
- Receives incoming calls/complaints concerning various animal issues, such as animal bites, potential animal cruelty/abuse, animals in distress, stray/nuisance animals, barking dogs, wild/dangerous animals, sick/injured animals, loose livestock, animal behavior problems, or animal control laws, dispatches animal control officer in response to calls.
- Explains and assists in enforcing the provision of all applicable animal control ordinances, codes, laws, and regulation; initiates any actions necessary to correct deviations or violations.
- Requires regular and prompt attendance plus the ability to work well with others and work well as a team.
- Performs other related duties as assigned.

QUALIFICATIONS

Education and Experience:

High school diploma or equivalent and one (1) year of experience in animal control, general office work, customer service, and personal computer operations, or an equivalent combination of education and experience.

Licenses or Certifications:

- Must possess a valid State of Alabama driver's license and a driving record suitable for insurability.

Special Requirements:

- None.

Knowledge, Skills and Abilities:

- Knowledge of animal control regulations, techniques, and enforcement.
- Knowledge of requirements for maintaining an animal shelter in a safe, clean, and orderly condition.
- Knowledge of the techniques of safe handling and maintaining the general welfare of animals.
- Knowledge of the principles of communication.
- Knowledge of modern office practices, procedures, and equipment.
- Knowledge of the principles and practices of bookkeeping and accounting.
- Knowledge of the work hazards associated with animal control.
- Ability to read, understand, and interpret codes, laws, regulations, policies, and procedures of animal collection, impoundment, quarantine, and disposal.
- Ability to establish and maintain effective working relationships with the public, public officials, and employees.
- Ability to deal with citizens in a courteous and pleasant manner.
- Ability to capture, secure, feed, care for, and transport domestic and non-domestic animals.
- Ability to establish and maintain a variety of records.
- Ability to perform addition, subtraction, multiplication, and division.
- Ability to operate, maneuver, and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

PHYSICAL DEMANDS

The work is medium and requires exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force to move objects. Additionally, the following additional physical abilities are required: balancing, climbing, crawling, crouching, feeling, manual dexterity, grasping, handling, hearing at normal speaking levels; kneeling, lifting, mental acuity, pulling, pushing, reaching, repetitive motion, speaking, standing, stooping, talking at a level to exchange ideas, talking to be heard above ambient noise, visual acuity at a level to include color, depth perception and field vision, visual acuity at a level to determine accuracy and thoroughness of work assigned, and walking. Visual acuity at a level to operate motor vehicles.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs. Work may be performed outside in a hazardous work environment with exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, temperature extremes, bright/dim light, animal bites, or rude/hostile citizens. Work requires traveling between locations.

Marshall County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Employee Signature

Date

Supervisor (or Personnel) Signature

Date

Marshall County commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The County's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.