



Hands N Paws Animal Assistance
PO BOX 981
Ephrata, WA 98823
509-246-1245

ANIMAL CARE TECHNICIAN JOB DESCRIPTION

INTRODUCTION

The Animal Care Technician plays an essential role with Hands N Paws and works one-on-one with the animals. The Animal Care Technician performs routine animal care, facility cleaning, customer service, updating and maintaining animal records, administering injections/medication, sterilizing equipment, and other duties, as necessary.

Duties will include, but not limited to:

Animal Care

- * Follow the shelter procedures and protocols.
- * Provide appropriate quantity and quality of food, water, and exercise to shelter animals daily; provide overall animal care in accordance with applicable rules, regulations, and procedures.
- * To observe animal appearance and activity for general physical condition, obvious signs of illness, disease, and discontent.
- * Participate in stress and disease reduction efforts through purposeful and compassionate handling and placement of animals in the shelter environment.
- * Give physical exams to incoming animals: check nose to tail, and administer vaccines as necessary, and take photos in accordance with intake procedures.
- * Medicate and feed animals in accordance with veterinary instructions.
- * Administer first aid to injured animals and transport to veterinary as appropriate.
- * Update and maintain accurate animal records in the shelter computer database.
- * To take photos of each animal and post them on shelter Facebook page.

Facility Care:

- * Follow established disease control protocols to extensively clean, disinfect and maintain shelter kennels, cages, runs and all animal and general areas.
- * Restock cleaning, feeding and other supplies as needed.
- * Maintain equipment in good working condition and report needed items for repair or replacement.
- * Wash and dry towels and blankets.
- * Wash and sterilize water and food bowls.
- * Perform general cleaning and Patrol shelter grounds daily, picking up and trash and stool material.

People Care:

- * Provide prompt, courteous, and excellent customer service to all internal and external customers, including but not limited to adopters, staff, volunteers, board members, city and county officials, animal control officers, veterinarians, representatives of rescue organizations, and the public.

- ✿ Cultivate positive customer relations through professional, courteous, and educational interactions while actively promoting our mission, services, programs, and events.
- ✿ Practice and encourage the humane treatment of animals.
- ✿ Work cooperatively with all volunteers and others within the animal care team.

Additional Responsibilities:

- ✿ Ensure a safe work environment, follow safety guidelines, and model safe work practices.
- ✿ Take immediate action to address any safety concerns that could put someone at risk.
- ✿ Follow direction of management, veterinarians, and animal control officers.

Minimum Qualification:

Skills and Knowledge:

- ✿ Exercising patience, care, and compassion in dealing with animals.
- ✿ Ability to operate a computer and maintain accurate records.
- ✿ Establishing and maintaining effective working relationships.
- ✿ Identify diverse types of animals and recognize characteristics and symptoms of diseases.
- ✿ Follow verbal and written instructions.
- ✿ Ability to maintain calm and composed in stressful, sensitive, or emergency situations.
- ✿ Ability to remain flexible in an ever-changing environment and follow protocols as instructed.
- ✿ Have excellent customer service skills and effective communication skills.
- ✿ Ability to administer subcutaneous, topical, nasal, and oral medication and vaccines and other required treatments.
- ✿ Cleaning and disinfecting methods and the use and care of cleaning material and equipment.
- ✿ Proper methods of animal restraint.
- ✿ Physical characteristics of common breeds of dogs.
- ✿ General knowledge of animal behavior and care.
- ✿ Ability to work independently as well as with others in a wide variety of circumstances.

Physical Effort:

- ✿ Often requires lifting and carrying materials weighing up to fifty pounds.
- ✿ Often requires handling dogs weighing up to one hundred pounds.
- ✿ Walking and/or standing for extended periods.
- ✿ Frequently working in a bent position.
- ✿ May be required to use strength or agility in capturing and restraining animals.

Working Conditions:

- ✿ Work is normally performed inside; some outside work is required.
- ✿ Exposure to unpleasant odors and noises.
- ✿ Exposure to bites, scratches, and animal waste.
- ✿ Possible exposure to zoonotic diseases.

Ability to:

- ✿ Use cleaning materials and equipment with skill and efficiency.
- ✿ Learn to administer medication and recognize abnormal conditions.
- ✿ Understand and carry out oral and written directions.

Education:

High School Diploma or GED