



845 West Ridge Road, Gainesville, GA, 770-532-6617, www.HSNEGA.org

POSITION: Animal Care and Enrichment Technician

REPORTS TO: Animal Care and Enrichment Manager

GRADE LEVEL: Entry level

HOURS: Up to 40 hours; ability to work nights, weekends, and holiday and relief/fill-in as needed

CLASS: Hourly; salary commensurate with experience

SCOPE OF POSITION

Animal Care and Enrichment Technicians are responsible for providing high-quality care and enrichment to the animals housed at the Humane Society of Northeast Georgia (HSNEGA) and are responsible for ensuring proper sanitation for all kennel areas as well as the facility as a whole. Full or part-time position and includes evening, weekend, and holiday scheduling. Essential duties include but are not limited to:

Daily Animal Care

- Clean, sanitize and maintain all animal kennels in assigned areas in a timely manner, providing proper animal husbandry while following approved procedures and using appropriate products.
- Employs proper disinfection techniques and animal handling to limit potential disease transmission.
- Feed all animals their required diet and in the appropriate rations.
- Handle animals in a safe, humane and fear free manner.
- Promote the mental health of the sheltered animals by providing daily enrichment.
- Participate in exercise, socialization, and behavioral training of animals to enhance their well-being and adaptability.
- Complete daily health and behavior observations of all animals.
- Assist with grooming of animals as needed.
- Ensure that all animals have clean blankets or appropriate bedding and approved toys at all times.
- Ensure all dishes, laundry, litter boxes, and animal carriers are sanitized in a timely manner.

Operational

- Ensure thorough and timely notification of any animal or organization related issues to supervisory staff.
- Provide counseling and education for the general public regarding HSNEGA policies and animal welfare issues when appropriate.
- Monitor inventory of supplies and notify appropriate personnel when supplies are needed.
- Assist with keeping all animal records and/or materials on kennels clean, dry, and accurate.
- Assist with opening duties and closing duties.
- Check daily for follow-ups on any pending issues.

- Ensure the cleanliness and organization of assigned work areas, including daily removal of trash and clutter, and restocking of supplies.
- Maintain the entire facility in a clean and orderly manner.
- Repair or report any broken or damaged equipment in a timely manner.

Other Duties

- Assist with adoption counseling as needed/requested.
- Assist with taking photos for marketing purposes.
- Comply with all HSNEGA policies, procedures, and protocols in regards to proper animal care.
- Advise appropriate staff about animal medical or behavioral concerns.
- Advise appropriate staff about customer service and/or personnel issues in a discreet and professional manner.
- Field general inquiries from staff, volunteers, and the public in a calm, courteous, and respectful manner.
- Assists with general cleaning as needed.

Physical Requirements and Work Environment

- Consistently exposed to animals/animal allergens under conditions with limited alternatives available.
- Must have the ability to perform in standard office, animal care, and kennel environments with exposure to hazardous chemicals and be able to tolerate noxious odors and high noise levels.
- Must be able to work standing for 6 or more hours and be able to bend/kneel repeatedly and have a reasonable degree of agility to move through tight areas in various situations.
- By nature of the industry, consistently exposed to animals/animal allergens under conditions with limited alternatives available. There also may be occasional exposure to sick, unruly, and/or dangerous animals in addition to exposure to parasites and infectious diseases.
- Must be able to deal with an often fast-paced and changing workload which at times can be stressful.

Knowledge, Skills and Abilities

- High school or equivalent education with advanced training or experience preferred.
- Excellent customer service, time management, and communication skills.
- Ability to multi-task in an extremely fast-paced environment.
- Understanding of animal welfare, basic veterinary medicine, and animal handling skills a plus.
- Demonstrated experience in dealing effectively and tactfully with the public, and ability to create a team environment/positive work culture and implement change when needed.
- Willing and able to obtain training/continuing education as needed.
- Demonstrated ability to apply good judgment in making decisions in accordance with organizational policies and procedures and to handle emergencies, think critically and act accordingly.
- Must be able to perform repetitive tasks.