



845 West Ridge Road, Gainesville, GA, 770-532-6617, [www.HSNEGA.org](http://www.HSNEGA.org)

**POSITION:** **Animal Care Technician**

**REPORTS TO:** Animal Care Coordinator, Animal Services Director

**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 Specialists are responsible for providing high-quality care to the animals housed at the Humane Society of Northeast Georgia (HSNEGA) and ensuring proper cleaning protocols 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:

#### ***Daily Animal Care***

- Clean 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 and humane manner.
- Promote the mental health of the sheltered animals by providing behavioral enrichment as needed.
- Participate in exercise, socialization, and behavioral training of animals to enhance their well-being and adoptability.
- 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 as needed.

#### ***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 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.
- 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 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.



