

**Spokane Humane Society**

Position Description:	Animal Care Technician
Reports to:	<b>Operations Manager</b>
Collaborates with:	Shelter staff, clinic staff
Supports:	Shelter staff   Clinic Staff   Adoption Counselor

**Primary Job Purpose:**

Spokane Humane Society (SHS) is an animal welfare non-profit agency, fully supported by community donations. The primary responsibility of the Animal Care Technician is to ensure the daily care and well-being of the animals. This role is essential in maintaining a clean and welcoming environment for staff, the public, volunteers, and animals. Animal Care Technicians are integral to our shelter operations, handling tasks such as feeding, cleaning, enrichment, and basic care of shelter dogs and cats. This position requires availability during early mornings, evenings, and weekends. The individual is expected to perform duties with minimal or no supervision, ensuring a clean and sanitary work environment. Additionally, this role involves answering phone calls and greeting the public in a helpful and courteous manner. Each team member of SHS must demonstrate the core values of the organization, including eagerness and willingness to go above and beyond, dependability, dedication to the vision of SHS, and compassion for both animals and humans, including fellow staff.

**Essential Duties:**

- Maintain a sanitary and healthy shelter environment, including waste management, cleaning and disinfecting kennels, feeding, and watering animals, and transferring animals between quarters. Manage animals in assigned kennel areas per cleaning/feeding procedures and standards.
- Adhere to all written shelter procedures and protocols, including handling of cats and dogs of varying breeds, temperaments, and behaviors.
- Assist adoptive families in completing and submitting associated paperwork, providing customer service without compromising the care/safety of the animals.
- Monitor and document the mental and physical health of the animals daily in SHS-approved animal welfare software, and confer with the shelter supervisor, exam technician, and clinic staff about any animals requiring medical treatment.
- Inform the Operations Manager and/or designee of any special conditions or problems in the shelter as they occur. Report signs of illness, disease, injury, or unusual activity to the Shelter Manager.
- Offer behavioral enrichment to both dogs and cats in the shelter to support their well-being.
- Regularly participate in staff meetings to share ideas, opportunities, and suggestions, and receive continuing education to improve the functioning of the shelter. Attend educational programs as required.

**Marginal Duties:**

- When assigned closing procedures, complete a walkthrough of the building to ensure all animals are in good and safe conditions and have appropriate food, water, and medications; or that all pre-surgery animals have had food properly removed for next-day surgery. Ensure the building is secured at the end of the working day. Document unusual happenings and maintain communication with the Operations Manager.
- Accept and create receipts for donations. Maintain the in-kind log when customers do not need a receipt. Place donations in appropriate areas.
- Use appropriate personal protective equipment and adhere to proper safety standards/procedures.
- Perform other work including stocking of food/supplies for assigned areas.

**Secondary Job Functions:**

- Complete SHS maintenance forms when damages to structures or equipment require repair, and report to the Operations Manager.
- Take appropriate action in the event of emergencies, such as break-ins, thefts, power failures, fires, or floods. Contact the sheriff's department at Crime Check 456-2233 or 9-1-1 when police authority is needed, and your direct supervisor.

**Qualifications and Position Requirements:**

- Ability to manage stressful and emotional situations effectively.
- Frequent physical effort required for sustained periods, including lifting and carrying bulky items, and working outdoors in varied weather conditions.
- Exposure to potential hazards such as rabies, viruses, and toxic substances like disinfectants, pesticides, and corrosive cleaners.
- Handling needles and other sharp instruments during medical procedures.
- Frequent interaction with agitated or injured animals that may attempt to bite or scratch.
- Prolonged periods of sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping.
- Grasping, repetitive hand movements, and fine coordination needed for preparing reports and data using a computer keyboard.
- Capability to handle all cats and dogs regardless of breed, temperament, or behavior.
  
- Minimum of 6 months of experience working or volunteering in a shelter/rescue or caring for dogs and cats in a professional environment (boarding, veterinary office, groomer, etc.).
- Reliability and adherence to the work schedule.
- Ability to manage multiple tasks simultaneously.
- Strong team player with excellent communication skills and the ability to work with a diverse team.
- Excellent time management skills.



**Physical Effort:**

- Ability to lift and carry materials weighing up to 50 lbs.
- Handle and guide/walk dogs weighing up to 150 lbs.
- Prolonged periods of walking and/or standing.
- Frequent work in a bent position.
- Use of strength or agility in capturing and restraining stronger, more active animals.

**Working Conditions:**

- Both indoor and outdoor work required.
- Exposure to unpleasant odors and noises.
- Exposure to bites, scratches, and animal waste.
- Possible exposure to contagious diseases.

**Benefits**

- Paid vacation, holiday, and sick time
- Healthcare, Dental, and Vision
- Simple IRA
- Employee Assistance Program
- Basic Veterinary Care services after successful six months of employment

*This job description is not a contract-management reserves the right to change its contents at any time. This organization is an "at-will" employer and is an equal opportunity employer. This organization complies with the guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate because of race, color, religion, national origin, age, disability, sex, or sexual orientation.*

I possess a full understanding of the job description of the Kennel Technician:

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Signature of Employee

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Date

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Signature of Supervisor

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Date