



**Position Title:** Animal Care Technician  
**Reports to:** Shelter Manager/Assistant Shelter Manager  
**Schedule:** Part-Time or Full-Time  
**Salary:** \$15 - \$20/hour  
**Classification:** Non-Exempt  
**Benefits:** Paid time off, health benefits package, paid holidays, discounted veterinary services

### **Purpose of Position**

Animal Care Technicians are some of the most important team members we have at MCPAWS as they are responsible for performing all basic duties associated with providing and maintaining a safe, sanitary, and humane atmosphere for animals being care for at the shelter.

### **Duties and responsibilities:**

#### **Daily Animal Care and Handling**

- Treat all animals humanely, with compassion and concern, both on and off the job and transmit these values to others
- Assure all animals are well cared for in terms of providing basic, daily necessities like food, water, exercise, and safe and comfortable living conditions
- Perform daily sanitation of all canine and/or feline housing areas according to MCPAWS policies and procedures
- Monitor the health and behavior of animals and report any pertinent changes to supervisor and/or Shelter Medicine Program Coordinator according to MCPAWS policies and procedures
- Administer daily medications as directed by supervisor and/or Shelter Medicine Program Coordinator
- Carry out implemented behavior and kennel enrichment programs
- Retrieve dogs for the public as requested
- Provide feedback and assistance for dog pairing and introductions for daily play groups
- Marketing support; handle animals in a safe and gentle manner for marketing photos and videos

#### **Customer Service**

- Take care to learn details regarding each animal as pertinent to animal adoptions, return to owners, and/or transfer. Effectively and thoughtfully communicate this information, verbally or written, to coworkers, supervisors, and/or the public as needed
- Complete introductions between potential adopters and available dogs and cats

- Communicate with members of the public in a variety of situations, including, but not limited to: adoptions, stray intakes, owner/guardian surrenders, and returning animals to their owners.
- Express and execute a willingness to learn about and provide information regarding MCPAWS services and programs including, but not limited to: Safety Net programs (affordable spay/neuter, microchipping), volunteer opportunities, MCPAWS Vet and Thrift Store services.
- Communicate and work with volunteers as needed

### **Experience/Education**

- Minimum two years' general work experience
- Prior experience working in a customer service oriented or reception position is preferred
- High school diploma or equivalent required
- Course credit in veterinary technology or animal science is preferred, but not required
- Past experience working in an animal care environment or another complementary field/position is preferred, but not required
- Must be at least 18 years of age

### **Knowledge/Skill/Abilities**

- Feel and express a genuine liking for pets and pet owners and for working in an animal care environment
- Able to multitask, prioritize, and manage time efficiently
- Proficient computer skills, including Microsoft Office Suite and web based applications
- Basic understanding and/or the ability and willingness to obtain understanding of animal behavior, appropriate animal handling, and pertinent MCPAWS policies and procedures
- Interpersonal communication skills to communicate with coworkers, members of the public, and volunteers
- Ability to prioritize and manage different animal needs at one time
- Attention to detail in order to maintain accurate animal records
- Physical ability to restrain pets 50lbs or larger when necessary
- Display tact, clarity, and diplomacy in all communications with coworkers, volunteers, donors, and members of the public

### **Work Environment/Conditions**

While performing this job, the employee is regularly exposed to wet and/or humid conditions, and noisy environment.

Position requires a prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping if the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing statistical reports and data, using a computer keyboard. Additionally, the position requires near, far, and color vision in performing medical procedures and using the computer, and hearing is required when providing phone and counter service. The incumbent may be around animals that are agitated or injured that may attempt to bite or scratch. The need to lift and carry animals and/or records weighing in excess of 50 lbs also is required.

**Work Schedule**

Work schedules vary and full-time to part-time hours are available. This position is eligible for the MCPAWS Flexible Work Schedule policy. Employee may be required to work uncommon hours, overtime, and be subject to recall in emergency situations

**Non-Discrimination Employment Policy**

MCPAWS does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients.

**Disclaimer Statement**

The above is intended to describe the general content of, and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

**Position Description Acknowledgement Form**

I have received a copy of the job description for my position:

Position: \_\_\_\_\_

Revision Date: \_\_\_\_\_

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description prior to signing this form.

**Reviewed with employee by:**

Signature: \_\_\_\_\_ Name (print): \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

**Received and accepted by:**

Signature: \_\_\_\_\_ Name (print): \_\_\_\_\_

Title: \_\_\_\_\_ Date: \_\_\_\_\_

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.