

## Job Description

**Position:** Animal Care Technician - Cattery

**Summary:** Under general supervision of the Feline Program Manager, performs routine and technical services relating to the maintenance, upkeep and improvements of the cattery and the health, care and well-being of the animals at the shelter; provides adoption counseling for potential adoptive families.

**Direct Supervisor:** Feline Program Manager

### Essential functions:

- Clean and maintain cattery area of shelter to provide an odor free and low stress environment for the animals.
- Ensure welfare and proper care of animals within the shelter is maintained in all phases of shelter operation.
- Handle animals in the cattery, including difficult to handle and potentially dangerous animals.
- Provide animals with needed exercise, attention, love, feeding, hygiene, and grooming requirements according to shelter protocols and guidelines.
- Be knowledgeable of animals on premises, and accurately describes animals to the public using correct characteristics and behaviors.
- Assist in animal adoption and intake processes.
- Maintain accurate records of animal care, including physical and behavioral condition, and medical and behavioral treatments performed.
- Develop a working knowledge of animal behavior and training.
- Follow safety and sanitation policies throughout the facility.
- Comply with established protocols regarding operation of the shelter.
- Interact professionally and compassionately in person and on the phone with members of the public, including individuals relinquishing animals or seeking information and potential adopters.
- Administer daily medications according to established protocols.
- Assist with medical and behavioral assessments.
- Ensure that equipment and materials are properly used and maintained.
- Participate in euthanasia decisions and perform humane euthanasia procedures when authorized and certified.
- Attend staff meetings and trainings.
- Keep current with shelter events and program updates.
- Assist in training new staff and volunteers.
- Actively reach out to and interact with the general public, specifically talking with prospective adopters to find out what they are looking for in a pet.
- Interact with the animals and talk with prospective adopters about them to make the best possible match.

- Work with volunteers to increase adoptions.
- Responsible for making decisions to finalize or deny an adoption, and communicating with the applicant in such a manner that maintains a courteous and friendly attitude even when declining a request.
- Transport animals, cages and other equipment to and from other shelters, rescue organizations, and off-site events.
- Monitor the health of the animals on an ongoing basis, promptly identify any health problems or conditions (medical or behavioral) and immediately report to the Cattery Manager or Director of Shelter Medicine.
- Treat all animals humanely, properly, and with compassion at all times, regardless of the situation or circumstance and promote a humane and caring attitude toward all animals.
- Provide excellent customer service.
- Work courteously and cooperatively with other staff members and volunteers. Work with co-workers to ensure positive communication.
- Fill in for other areas and perform other tasks as needed, including helping out at special events.

### **Knowledge, Skills & Abilities**

- High school diploma or general education degree and six months' experience working with animals is desirable; or equivalent combinations of education and experience.
- Knowledge of animal handling skills, animal behavior, and animal care desired.
- Ability to read and comprehend written instructions.
- Ability to communicate clearly and concisely, both orally and in writing.
- Being multilingual is a plus.
- Ability to effectively and professionally communicate with co-workers, volunteers, and the general public.
- Ability to perform basic math to calculate fees and understand medication dosages.
- Basic understanding of MS Office; ability to learn PetPoint software.
- Ability to remain pleasant and calm even in stressful situations.

### **Certificates, licenses, registrations:**

Valid Oregon Driver's license required. Euthanasia certification within 1 year.

### **Physical demands:**

Must be able to bend, kneel, walk without assistance, stand, and reach for up to eight hours and to lift up to 50 lbs.

Ability to restrain and humanely handle animals.

### **Work environment:**

While performing the duties of this job, the employee is regularly exposed to noxious odors, fumes, and airborne particles (including allergens such as animal fur and dander); toxic or caustic chemicals; and potentially volatile situations which can

present risk of violence or injury. The noise level in the work environment is usually moderate and occasionally may be loud. Allergic conditions, which would be aggravated when handling or working with animals, may be a disqualification.

**Greenhill Humane Society is an equal opportunity employer. We consider all candidates of all races, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status. GHS values diversity in our workforce.**