



POSITION TITLE: Animal Care Technician (ACT)

POSITION SUMMARY: The ACT is responsible for working alongside the Animal Care Attendants and volunteers during the daily cleaning, feeding, walking and enrichment tasks as well as assisting with the daily assignments for the team members. The ACT is expected to assist with providing detailed training on proper cleaning protocols and practices to volunteers and community service workers. Mentors and trains new staff members.

Maintaining a clean facility while providing daily care and sanitation for sheltered companion animals at The Heritage Humane Society is a must. Role-modeling excellent animal care for staff members and volunteers as well as making sound decisions is a critical function of the ACT. Great customer service skills in a fast-paced environment while maintaining a positive, professional attitude with a focus on teamwork is expected of all employees. The perfect candidate will be cross-trained and willing/able to work with dogs, cats, and small critters and be able to assist with a variety of other duties as needed.

SUPERVISOR: *Operations Manager*

DIRECT REPORTS: *None*

CLASSIFICATION: *Full-time*

FLSA STATUS: *Non-exempt hourly employee*

RATE OF PAY: *\$15 - \$16.50 per hour*

Make decisions for the pets in our care based on the Five Freedoms of Animal Welfare.

Freedom from Hunger and Thirst

By ready access to fresh water and diet to maintain health and vigor.

Freedom from Discomfort

By providing an appropriate environment including shelter and a comfortable resting area.

Freedom from Pain, Injury or Disease

By prevention or rapid diagnosis and treatment.

Freedom to Express Normal Behavior

By providing sufficient space, proper facilities and company of the animal's own kind.

Freedom from Fear and Distress

By ensuring conditions and treatment which avoid mental suffering.

BASIC REQUIREMENTS AND RESPONSIBILITIES

- Responsible for maintaining sanitary kennels and clean, clutter free facility by cleaning and managing donations throughout the day.
- Assist with feeding, enrichment, and daily care of the pets at HHS.
- Provide frequent feedback on the progress of the animals in our care based on personal, hands-on experience. Provide pictures and personality notes for bios to help animals get adopted.
- Consistently showing animals to the public in a transparent and safe way. Work with staff members and volunteers on how to best showcase each pet at HHS. Serve as a leader in dog meet and greets. Conducts staff training on how to best handle an animal when introducing them to a member of the public or another household pet and provides training about how to introduce pets at home to one another.
- Assist with making decisions on animal movements and executing them as needed, sometimes on a very quick timeline.
- Communicates with staff members and volunteers daily about program needs and expectations. Assists management in the daily recap for communication to all staff at the end of the workday.
- Make sound decisions for the people, pets, program, and community. Participate in meetings when asked and play groups whenever possible.
- Work in conjunction with trained volunteers and court-ordered community service workers.
- Maintain laundry and dishes throughout the work day.
- Provide excellent care for the animals and people at HHS.

ANIMAL CARE RESPONSIBILITIES

- Provides appropriate and adequate food and water to all resident animals including special diets as defined by program leadership.
- Exercise animals as weather conditions and space permit.
- Maintain kennels, cages, and other housing environments in a sanitary condition and according to HSUS guidelines throughout the day by removing wastes, scooping or changing litter pans, removing soiled bedding, and maintaining sanitary food and water dishes.
- Provide enrichment and training for animals as deemed appropriate.
- Maintains clean spaces throughout the shelter placing cleaning supplies, tools and supplies out of view of the public eye and stored in the proper place.
- Engage guests in showcasing adoptable animals that would be a good match for their household.

ADDITIONAL RESPONSIBILITIES

- Provide leadership support to the program including volunteers, staff, and community members as needed.
- Early morning arrival one day per week for spay/neuter transport preparation/loading (as early as 5:30am).
- Provide transport to area clinics or shelters as needed using an HHS vehicle.
- Participate in special events, educational events, birthday parties and more as needed.
- Work collaboratively with all other staff members to ensure animals are being cared for properly and move through the system efficiently.
- Follow policies and procedures set forth by the Heritage Humane Society Employee Manual.
- Be respectful of coworkers and treat both co-workers and volunteers in a professional manner.
- Follow all safety rules for self and animals.
- Other duties as assigned.

QUALIFICATIONS

1. A minimum of 1 year of experience working with companion animals preferred.
2. A fundamental commitment to the welfare of companion animals and a strong commitment to the mission of Heritage Humane Society. Compassion for animals is required.
3. Ability to lift 50 lbs or more.
4. Proven ability to work with the public under various circumstances and in a setting that places a high value on customer service is considered mandatory.
5. Competent oral communication and customer service skills.
6. Ability to assist with restraint for medical treatments.
7. A valid Virginia driver's license with favorable driving record; insurable by HHS insurance provider.
8. Willing to occasionally travel with a 1.5 hour distance using an HHS vehicle.

AVAILABILITY AND BENEFITS

- Full-time hourly position with a comprehensive benefit package offered.
- Health insurance (HHS covers 75%), dental insurance (HHS covers 50%), paid time off, discounts on retail merchandise, and other perks are part of the compensation package after 60 to 90 days of probation.
- Must be available 1 weekend day per week and some holidays.

ENVIRONMENTAL CONDITIONS

- Normally works in an environmentally controlled building, but some outside work and driving will be necessary.

OTHER CONDITIONS THAT ARE UNIQUE TO THE POSITION

- Possible exposure to various common canine and feline illnesses and behaviors requires caution and proper use of appropriate protective equipment such as gloves, grab poles, goggles etc.
- The ability to handle the emotional and physical conflict of working in an environment that euthanizes animals that are aggressive, very sick, and do not meet HHS adoptability criteria.

EQUAL EMPLOYMENT OPPORTUNITY

- Heritage Humane Society is an equal opportunity employer. Employment decisions are made without regard to race, color, religion, sex, pregnancy, childbirth or related medical conditions, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, veteran status, or any other status protected by applicable federal, state or local law.
- Reasonable accommodations may be provided to qualified individuals with disabilities to enable them to perform the essential functions of the position.

To Apply: Email your resume and salary requirements to jobs@heritagehumane.org. Open until filled.

Employee Acknowledgment

I acknowledge that I have received and reviewed this job description and understand the duties, responsibilities, and expectations associated with my position. I understand that this job description is not intended to represent a complete or exclusive list of all responsibilities and that duties may be modified or assigned based on the needs of the organization.

Employee Name: _____

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____