



City of Irving Job Description

Animal Care Technician

FLSA Status:	Non-Exempt	Job Department:	Animal Services Division
Job Code:	A162	Reports To (Job Title):	Animal Shelter Supervisor

PURPOSE

To provide a safe and clean environment for people and animals at the Irving Animal Care Campus, and provide customer service and assistance to visitors for animal intakes and outplacements. Further, to provide care for animals in the shelter with the goals of maintaining quality of life for animals and ensuring the 5 Freedoms: Freedom from Hunger and Thirst, Freedom from Discomfort, Freedom to Express Normal Behavior, Freedom from Pain, Injury or Disease, and Freedom from Fear and Distress.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Represent the City of Irving by providing exceptional customer service; greet customers and provide information about services, animals and laws; communicate effectively and clearly with internal and external customers in person, by phone and via email.
- Clean and disinfect assigned areas daily, including but not limited to kennels, dishes, equipment and laundry.
- Care for, feed and monitor animals for any signs of illness or distress and report any behavior or medical concerns following departmental processes.
- Safely handle and restrain animals while minimizing fear and distress.
- Provide enrichment and exercise for animals.
- Implant microchips; administer vaccinations, medications and treatments as prescribed by the Veterinarian; draw blood and perform diagnostic testing including but not limited to heartworm tests and feline leukemia tests.
- Bathe and provide basic grooming of animals.
- Provide guidance to community services workers and volunteers.
- Enter and maintain complete and accurate records in the shelter software system and on paper.
- Collect fees and maintain complete and accurate records of payments.
- Maintain equipment and supplies and keep rooms stocked in a neat and organized manner; report any shortages or equipment problems to the Animal Shelter Supervisor.
- Perform euthanasia and maintain training as required by state law.
- Perform other related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Operate, load and unload a crematory for carcass disposal.
- Perform preventative maintenance and minor repairs on kennels and equipment.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

This position handles financial transactions involving cash, checks and credit cards averaging \$500 daily. Animal Care Technicians also review transaction logs and balance the cash drawer daily.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to the completion of 12th grade.

EXPERIENCE

- Six (6) months of experience in animal care.
- Specialized training at an animal shelter *preferred*.

CERTIFICATES, LICENSES, REGISTRATIONS

- Euthanasia Training, or ability to obtain within 120 days of employment.
- Appropriate, valid, state-issued driver's license *would be beneficial*.
- Basic Animal Control Certification *would be beneficial*.

KNOWLEDGE OF

- Federal, state and local laws pertaining to animals and Animal Services.
- Animal species, breeds, colors and characteristics, especially related to companion animals, urban wildlife and exotic pets.
- Principles of safe, humane handling and restraint techniques.
- Principles of animal care, disease control, cleaning and disinfection.
- Animal behavior including signs of fear, aggression and distress.
- Animal health and wellness including signs of illness and disease.
- Industry Software: Sufficient familiarity with technology to use a variety of specialized industry software programs, such as PetPoint for documenting person, animal, medical and case information.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, documents and ideas, *particularly* when calculating dosages.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.

- Oral Expression under Duress: Communicating information and ideas in speaking so others will understand, *often* in stressful situations. This includes responding to requests for service and inquiries from the general public.
- Composure under Duress: Remaining composed and making sound decisions during stressful or sensitive circumstances dealing effectively and professionally with people and situations involving high levels of emotion.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Recordkeeping: Collecting and recording of information / data for use in report presentations.
- Responsive Customer Service: Providing customer and personal services, including a desire to help customers regardless of their circumstance.
- Service Orientation: Actively looking for ways to help people.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Animal Handling: Handling and restraining animals safely and humanely.
- Controlled Substances: Documenting, handling and properly administering controlled substances.
- Reading Comprehension: Reading and interpreting documents, including labels on a variety of containers, vaccines, or medical tests.
- Written and Oral Expression: Clearly and concisely communicating information and ideas in writing, as well as through speech, so others will understand. This includes conveying concepts, and terminology to others effectively, and producing routine reports.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Mechanical/Technical: Safely operating diverse equipment, including an incinerator both when loading and unloading.

GUIDANCE RECEIVED

On-going Instructions and Range of Procedures

Follows a range of established procedures, work methods and direct instructions. Must determine which procedure or method applies to each task or assignment and has some flexibility about the sequence of work. Issues outside of specific instructions and procedures are referred to supervisor or more senior position.

CONTACTS

Internally, this position frequently interacts with peers/teammates within Animal Services and the Police Department. Externally, this position frequently engages with the public and other organizations via phone, in person, and email.

EQUIPMENT AND PROPERTY

This position utilizes personal protective equipment, animal handling equipment, a crematory, standard office equipment, cameras, hand held radios, vehicles, freezers, and cleaning equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee is required to constantly listen, see, and/or smell. Frequently, s/he is required to lift up to 50 pounds, carry, climb, crawl, grasp, handle, feel, kneel, pull, push, reach, stand, stoop, talk, and/or walk. Occasionally, s/he must lift up to 100 pounds, and sit. Rarely, s/he must drive a vehicle and/or run. Specific vision abilities required by this job include close vision and distance vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

Work is in an animal shelter and veterinary hospital/clinic environment. The employee is frequently exposed to zoonotic pathogens, odors, animal feces/urine, toxic or caustic materials, dangerous animals, sick animals, and veterinary-associated medications and sharp objects (needles and surgical blades). Occasionally, s/he is exposed to outside weather conditions. This job requires her/him to make decisions directly affecting the safety of others. The noise level in the work environment is usually moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.