



City of Irving Job Description

Lead Animal Care Technician

FLSA Status:	Non-Exempt	Job Department:	Animal Services
Job Code:	A132	Reports To (Job Title):	Animal Shelter Supervisor

PURPOSE

As directed by the shelter supervisor, this position maintains the animal shelter and surrounding grounds to provide a clean & healthy atmosphere for the sheltered animal, which includes cleaning, maintenance and direct care of animals.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Assist citizens with adoptions, reclamations, and registrations.
- Respond to request for service via phone, emails, and social media.
- Assist with placing and coordinating the transfers of animals with adoptions partners & rescues.
- Issue citations for code violations, rabies vaccinations, sterilizations.
- Perform division-specific functions by providing adoptions, reclamations, city registrations and owner release services.
- Vaccinate, microchip, medicate, and draw blood for a variety of animal welfare tests.
- Assist in sanitizing and disinfecting animal areas of the shelter.
- Provide functional and technical direction to staff, volunteers, and community service workers.
- Compile and analyze various reports in specialized software.
- Maintain accurate tracking of spay/neuter vouchers to insure state law animal sterilization compliance.
- Handle cash and complete daily cash reports using city financial software.

OTHER DUTIES AND RESPONSIBILITIES

- Assist in euthanasia.
- Serve as functional administrator of pet point software.
- Notarize documents.
- May be assigned to supervise in the absence of the shelter operations supervisor.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 3 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Cash deposits and fee collections up \$3,000 daily.

QUALIFICATIONS:

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

EDUCATION

- Equivalent to the completion of the 12th grade.

EXPERIENCE

- Three (3) or more years of experience in customer service, with two (2) years of experience in the field of animal welfare.

CERTIFICATES, LICENSES, REGISTRATIONS

- Must obtain euthanasia certificate within 120 days of employment.
- An appropriate, valid, state-issued driver's license would be *beneficial*.
- Animal Control Officer Certification preferred.

KNOWLEDGE OF

- Principles of animal husbandry in a municipal animal shelter.
- Office/Industry Software: Current word processing, presentation, spreadsheet, and database programs used by the City. This includes (but is not limited to) proficiency in computer programs such as specialized (recordkeeping) software, Microsoft word, excel, PowerPoint.
- Industry standards in temperament testing companion animals in a shelter environment.
- Technical: Safely handling and capturing domestic and non-domestic animals.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- Office Systems: Administrative / clerical terminology, procedures & methods such as word-processing systems, filing & records management, and form design principles.

SKILLS AND ABILITIES IN

- Curriculum Development / Community Outreach: Creating, developing and participating in public education programs.
- Training & Direction: Effectively guiding and critiquing adult learners, who include volunteers and community service workers.
- Self-Management: Working independently and without supervision.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, one-on-one or with groups, so others will understand.
- Surveying & Recordkeeping: Performing surveys and collecting, recording, and reporting information. Also, entering animal bios into specialized software.

- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Euthanasia: Safely euthanizing animals while following established guidelines.
- Functional Supervision: motivating, developing, and directing people as they work.
- Reading Comprehension: Reading and interpreting documents, such as labels on a variety of containers or packages.

GUIDANCE RECEIVED

Periodic Supervision and Range of Guidelines/Procedures

Follows periodic direct instructions and guidelines, policies and procedures that require some interpretation. Problems that cannot be addressed through an existing guideline, policy or procedure are referred to supervisor or more senior position. Position incumbent must exercise judgment about when to escalate issues.

CONTACTS

Frequent contact with public and rescue organizations often requiring courtesy when dealing with moderately difficult or sensitive issues.

EQUIPMENT AND PROPERTY

Standard office equipment, vehicle, crematory, personal protective equipment, animal handling equipment, multi-media 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 constantly is required to listen, see, talk, and/or walk. Frequently, s/he is required to grasp, handle, feel, kneel, lift up to 10 pounds, sit, smell, stand, and/or stoop. S/he occasionally is required to balance, carry, climb, crawl, lift up to 50 pounds, pull, push, reach, and/or run, and rarely s/he is required to lift over 100 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception.

WORK ENVIRONMENT

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

The employee frequently is exposed to blood-borne pathogens, dirty environment, air contamination, and/or toxic or caustic materials. This job requires the employee to make decisions directly affecting the safety of others. The noise level in the work environment usually is loud.

* 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.