



**Job Title:**                   **Lead Animal Care Technician**  
**Department:**           **Animal Care**  
**Reports To:**             **Animal Care Manager**  
**FLSA Status:**          **Non-exempt, hourly**

### **Summary**

The Lead Animal Care Technician is responsible for ensuring that Animal Care Technicians I and II are following policies and procedures set forth by the organization for the care of all animals staying at the League. This role is also responsible for working with and training volunteers, assisting with interviewing potential staff, staff training, and provide feedback regarding staff performance. This position acts as a point person for behavior counseling, enrichment development, support for staff with training and behavioral needs for shelter animals, and is responsible for facilitating playgroups for shelter dogs.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

### Animal Care Duties

- Must be comfortable working with **dogs and cats** of all breeds, sizes and temperaments.
- Must be able to complete all duties and responsibilities of Animal Care Technician I and II.
  - Provide compassionate care to all animals.
  - Daily cleaning to provide a healthy climate in animal areas.
  - Adhere to all department policies and procedures, including the use of PPE.
  - Appropriate feeding and watering as directed by management.
  - Provide exercise and enrichment to animals.
  - Communicate with Medical Services staff about health and wellbeing of animals in care.
  - Administer heartworm and flea preventative as directed.
  - Assist with daily laundry, dispose of waste, and restock supplies.
  - Maintain equipment utilized for the daily cleaning and feeding of the animals.
  - Assist in implementing basic training and behavior modification protocols.
  - Provide continuous feedback to supervisors to facilitate organizational growth.
  - Bathe and groom animals as requested.

- Provide excellent customer service.
- Log behavior notes for specific animals as requested.
- Ability to work well with others towards a common goal.
- Ensure maintenance and information technology requests are being submitted via protocol for necessary work in assigned areas.
- Order shelter inventory supplies as directed.
- Assist/perform humane euthanasia.
- Actively work on specific training plans with individual animals to increase their adoptability.
- Work closely with staff and volunteers to identify behavioral needs of individual animals and implement specific behavior modification, training and enrichment plans to address those needs.
- Provide playgroups for all eligible canines in our care.
- Provide accurate and safe dog testing to assess the play styles of dogs for the play groups.
- Provide accurate behavioral assessments for animals in our care using Behavior Checks to identify any training or behavioral needs.
- Maintain specific training plans with individual dogs and cats to increase their adoptability.
- Manage and provide daily enrichment for shelter animals.

#### Staff and Volunteer support

- Train staff and volunteers in safe handling practices.
- Ensure all staff in assigned area is adhering to PPE policies.
- Ensure daily animal census inventory is being completed.
- Ensure assigned Animal Care Technicians are adhering to all behavior training and modification plans.
- Assist with weekly staff scheduling.
- Daily monitoring of assigned Animal Care Technicians including auditing of assigned animal care areas for overall appearance.
- Provide support and information to other departments as needed.
- Assist staff with communication about behavior of shelter animals.
- Represent the League at industry conferences or networking events.

#### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Minimum of one year training experience with positive reinforcement methods is preferred.
- Working knowledge of common behavior problems in companion animals as well as learning theory is preferred.
- Background and/or certification in animal behavior and care is preferred.
- Ability to plan and execute programs relating to behavioral modification and training.
- Experienced and comfortable handling dogs and cats of all breeds, sizes and temperaments.
- Ability to complete projects with no supervision.
- Solid written communication skills including the ability to write routine reports and correspondence with the ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Excellent oral communication and comprehension abilities including the ability to apply, understand and carry out instructions.
- Ability to problem solve and provide reasonable solutions.
- Proven history of excellent communication with Management.
- Excellent interpersonal, analytical skills.
- Must be well organized, flexible, and work well under pressure.
- Ability to multitask and assist in other areas when needed.
- Knowledge of Chameleon.
- Advanced knowledge of animal care and behavior
- Excellent communication and customer service skills.
- Ability to maintain personal boundaries in the face of highly emotional situations.
- Prior experience with animal protection, handling and/or sheltering
- General knowledge of care, cleaning and keeping of domestic dogs and cats.
- CPDT- KA preferred
- Bilingual, a plus
- Certification in Humane Euthanasia preferred

### **Education and Experience**

- High School Diploma, GED, or higher
- At least one year experience in a shelter environment.

### **Materials and Equipment Used**

- Hoses w/ and w/o pressure spray attachments
- Computer
- Standard Office equipment
- Scrubbers, Squeegees, Broom/Dustpan, Mop and Bucket
- Cleaning and sanitizing chemicals
- Leashes, Collars, Harnesses
- Grooming tools
- Wheeled Carts and Wheeled Tables

### **Physical Demands**

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

accommodations may be made to enable individuals with disabilities to perform the essential functions:

- While performing the duties of this job, the employee is consistently required to stand, move, and kneel or crouch. In addition, the employee is constantly required to talk, hear and use hands for grasping, reaching and other operative tasks. The employee is required to stand and sit frequently. The employee will also be required to bend neck and twist body. The employee will be required to consistently lift an animate or stationary object of up to 50 pounds.
- Required to speak in front of people in large and small gatherings for possibly long periods of time.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- The tech will be required to hold animals for exams, and other tasks as requested by the supervisors, which will expose the employee to bio-material.
- The employee is frequently exposed to wet and/or humid conditions and moving mechanical parts.
- The employee is also frequently exposed to animal related odors, fumes and airborne particles, and moderate heat. The noise level in the work environment is usually moderate to loud.

By my signature, I hereby certify that I have reviewed the attached description of my position and agree to perform the duties described therein. I understand that the organization may make modifications, additions, or deletions to this job description at any time, and will notify me of any changes by sending me a revised copy for my review and signature.

Employee Printed Name \_\_\_\_\_

Date \_\_\_\_\_

Employee Signature \_\_\_\_\_