



Animal Technician / Adoption Counselor

(Daily Care, Socialization/Training, Adoption)

Summary: The Animal Technician / Adoption Counselor is responsible for the day-to-day care of the animals and for working with the public to match the appropriate companion animals with potential guardians. The position provides support to our volunteers ensuring our policies and procedures are followed in the caring of the HPAC animals, meeting our high standards. In addition, the position is accountable for the cleanliness of the shelter and its perimeter.

Essential Functions when Closed to the Public

1. Lead daily animal care procedures ensuring animals receive the appropriate food, water, medications, and exercise.
 - a. Direct and support the volunteer team in shelter and animal care procedures.
 - b. Lead by example and make it fun!
 - i. This includes training new volunteers on our procedures by helping them clean cages, show proper handling techniques, and reinforce safety policies.
 - ii. When a shift is short-handed, animal care is priority one. Clean, walk, etc.
 - iii. *Remember, volunteers are there out of the desire to do something meaningful for the animals. Help them enjoy the experience while still achieving shift objectives.*
 - c. Report any health, behavior, or safety issues to the Program Lead and to the Clinic team.
2. Perform prescribed animal behavior modification plans and document results.
3. Assist Program Lead with Intakes and Behavior Assessments as requested.
4. Perform shelter maintenance requirements to keep our shelter sanitary and orderly
 - a. This includes taking out trash, laundry, and completion of daily checklists
 - b. Clean shelter areas that require attention, put away donations,
 - c. Review animal documentation for accuracy
5. Answer incoming calls and reply to voicemail and emails within 24 hours. Make sure any other office needs are addressed if needed (i.e. adoption packets, etc).

Essential Functions when Open to the Public

1. Work with the public to match the appropriate animal to the interested adoption applicant while maintaining high standards of customer service.
 - a. Conduct objective discussions to determine how best to meet the needs of both the clients and the animals
 - b. Provide animal care, training, and behavior information when appropriate and in alignment with the Homeward Pet philosophy.
 - c. Ensure a positive experience for every customer regardless of results.
 - d. Complete all necessary paperwork and filing related to adoptions.

2. When not engaged in the adoption process, take a 5 minute walk through the animal areas and ensure cleanliness.
 - a. Even during an adoption process, if a kennel is not clean ask the customer to browse the animals while you clean the kennel. If a volunteer or another staff member is available, ask if they could address the problem.
3. Answer phones, reply to voicemails and emails when not engaged with the adoption process. Update Pet Finder if necessary.
4. If a volunteer shift is about to start and you are available, refer to the Closed to the Public functions.

Essential Skills:

- Must be a good problem solver with good attention to detail.
- Must be able to multi-task
- Must be able to read, write, speak, and listen effectively
- Organizational skills to manage schedules, teams, and priorities
- Strong customer service and people skills
- Basic computer skills
- Animal Behavior and Training background a plus

Physical Requirements:

- Must be able to stand for long periods of time and to walk quickly
- Must be able to carry at least 50 pounds and bend at the waist and knee.
- Must be able to control dogs up to 200 lbs without endangering yourself or the animal.

Work Environment:

- Rapid pace indoors and outdoors with exposure to potential hazards including disinfectants, high levels of noise, potential for animal bites and scratches, diseases that can be transmitted from animals to people, animal wastes, and irate customers.
- A wide variety of cleaners, disinfectants, and medical products are used on a daily basis. Specific instructions will be provided on their appropriate use and always ask for assistance if a product is unfamiliar.