

**Shelter Technician, Senior**

Bargaining Unit: Multiple Bargaining Units

Class Code:
B90504**SALARY RANGE**

\$17.82 - \$24.94 Hourly

GENERAL PURPOSE:

Serves as lead worker for the Shelter Technicians related to the care and treatment of animals, the maintenance and upkeep of the Spokane County Regional Animal Protection Service (SCRAPS) Regional Animal Shelter and the euthanasia and cremation of animals in the facility as necessary. Reports directly to the Shelter Operations Manager.

ESSENTIAL JOB FUNCTIONS:

Acts as lead worker, providing training and assistance to employees, volunteers, and/or other workers; coordinates, organizes, prioritizes, assigns and monitors daily work activities; inspects completed work of shelter technicians and troubleshoots problem situations; provides input to the Shelter Operations Manager regarding employee performance.

Builds a cohesive work team by helping resolve conflict, increasing mutual trust and encouraging cooperation, coordination, and identification with employees. Coaches team for effective performance. Implements team building concepts to create effective shelter technician team. Maintains confidentiality.

Explains shelter operation policies and procedures; troubleshoots difficult situations involving animals or customers. Provides input to the Shelter Operations Manager on the development of policies, procedures and training to improve the efficiency and effectiveness of daily shelter operations.

Provides care for impounded animals; observes, documents and evaluates to identify illnesses/injury; conducts disease testing. Isolates injured/ill animals as necessary; makes veterinary appointments as necessary. Treats animals and administers medications as appropriate; injections of medication, vaccinations, tranquilizer or other drugs.

Handles, lifts, carries and moves animals, restraining as appropriate; handles frightened, fractious and injured animals; breaks up fights and segregates disruptive animals; isolate or

move animals for public safety. May conduct behavior assessments.

Assists in selecting appropriate animals for adoption, foster, transfer, euthanasia.

Euthanizes and disposes of animals per prescribed guidelines and methods; records use of euthanasia drugs and monitors inventory levels; maintains records of euthanized animals; disposes of deceased animals and carcasses. Operates crematorium for disposal of dead animals.

Performs administrative tasks in a lead role; prepares statistics, review reports for accuracy; reviews correspondence submitted by outside agencies; assists in developing procedures and forms relating to shelter operations. Receives various forms, reports, correspondence, logs, animal records, veterinary reports, material safety data sheets, policies, procedures, animal care books, medical books, manuals, directories, catalogs, reference materials, or other documentation; review, completes, processes, forwards or retains as appropriate.

Performs general/preventative maintenance tasks necessary to keep equipment, vehicles, tools in clean and operable condition, which may include inspecting equipment, washing/cleaning equipment, changing air filters or cleaning work areas; monitors equipment, building operations to maintain efficiency and safety; reports faulty equipment.

Monitors safety practices and ensure safety procedures are in place and observed in accordance with Federal, State, and County regulations or policies.

Monitors shelter inventory. Orders hand tools, replacement parts for kennel machinery, chemicals, vaccine, disinfectants, dog and cat food, paint and other shelter supplies.

Performs duties of lower level classifications, as needed to provide adequate coverage.

Performs other related duties as required.

When assigned to Veterinary Medicine:

Pursuant to established protocols and in partnership with shelter and partner veterinarians, provides veterinary care to animals residing in the shelter and in foster care. Performs physical evaluations and exams; administers medications and other medical care (e.g., subcutaneous fluids) and treatments; monitors the efficacy of treatment protocols; seeks guidance from shelter and partner veterinarians, as needed; organizes emergency veterinary care, when necessary.

Advises Shelter Technicians on appropriate medical protocols and the provision of veterinary care.

Amends current and implements new veterinary care and treatment protocols based on veterinary guidance.

Assists staff veterinarians with surgical procedures, as needed or requested.

When assigned to Animal Behavior, Transfer, and Foster:

Leads and coordinates the performance of behavior evaluations for shelter animals and the training and work of the staff and volunteer evaluators; reviews the results of behavior evaluations, directs and monitors behavior modification, works on behavior modification with individual animals, and determines appropriate placement options; oversees and coordinates the work of behavior team staff members.

Leads and coordinates the transfer program, facilitating the transfer of animals to organizational partners and rescue groups; serves as the primary contact for and works directly with organizational partners and rescue groups; recruits new partners with which to collaborate; develops and maintains positive relationships with organizational partners and rescue groups to aide in the placement of shelter animals.

Leads and coordinates the shelter's foster program; recruits, interviews, onboards, trains,

serves as the primary contact for, and provides ongoing support to foster families; facilitates the provision of veterinary, follow-up, and other care to foster animals; leads, coordinates, and supports the efforts of the Shelter Technician assigned to Foster.

Keeps current on progressive trends in foster care, behavioral evaluation methods and tools, and shelter enrichment activities; facilitates shelter enrichment activities by designing programs, training behavior team staff members, and monitoring effectiveness.

Selects animals to attend outreach events and offsite adoption events/venues, and coordinates animal attendance/placement with the Outreach Program Coordinator; selects animals to be transferred to offsite adoption locations and coordinates transfer..

Educates and trains volunteers on animal behavior, appropriate animal handling, animal socialization; provides ongoing assistance and support to volunteers.

Handles and interacts with shelter animals to take photos, create videos, and construct biographies; leads efforts to facilitate the placement of animals through "special" adoptions.

Represents SCRAPS positively in all interactions; educates the community on the mission and purpose of SCRAPS.

Works a variable/flexible schedule, including weekends and evenings, as necessary to meet placement objectives.

Performs other related duties as required.

EDUCATION AND EXPERIENCE REQUIREMENTS:

TRAINING AND EXPERIENCE: High school diploma or equivalent. Two (2) years of education and/or experience (paid or voluntary) which provides an understanding of the care and handling of animals. Prefer college coursework in animal husbandry, veterinary medicine or a related field and lead experience. **LICENSE:** Valid driver's license must be maintained throughout term of employment.

NOTE: Requires successful completion of criminal background check.

Within 6 months of employment, must successfully obtain:

- Certification for Legend Drug/Euthanasia as required by the Washington State Board of Pharmacy.

When assigned to Veterinary Medicine: Veterinary Assistant or Technician education, licensure, and experience preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- the care and handling of animals.

- custodial methods and procedures, including proper methods and procedures for the cleaning and disinfecting of animal enclosures.
- the operation, maintenance and repair of assigned equipment.

Ability to:

- effectively train and monitor the work of others
- perform moderately strenuous manual tasks.
- handle animals in a humane manner, under a variety of situations
- exercise good judgment in handling potentially hostile animals.
- maintain records as they relate to the position.
- deal courteously and tactfully with the general public and maintain composure in difficult situations.
- express ideas effectively both orally and in writing.
- understand and execute oral instructions.
- establish and maintain effective working relationships with supervisors, coworkers, volunteers and the general public
- operate general office equipment such as copies, faxes, telephones and personal computers.

Skilled in the use of personal computers and software related to performing job duties.

CLASSIFICATION STANDARDS (NOT USED ON NEWER CLASS SPECS):

Positions allocated to this class function as a working lead, responsible for the feeding, care, euthanizing and cremation of animals at the SCRAPS Regional Animal Shelter, as well as cleaning and maintaining shelter equipment, the regional facility and surrounding grounds under the general direction of the Shelter Operations Manager. As assigned, provides assistance to the veterinary medicine division. Trains and coordinates the work of the Shelter Technicians. Work is performed with independence according to department regulations, Spokane County Code, the Revised Code of Washington and department standards relating to animal protection and care.

The Senior Shelter Technician is distinguished from the Shelter Technician by the performance of lead duties and responsibilities. It is distinguished from the Animal Protection Assistant by the primary focus of duties being the care and maintenance of animals and the facility rather than office support work.

BEHAVIORAL STANDARDS:

Respectful, courteous, and friendly to customers, other County employees, and County leadership. A team player that helps the organization meet its objectives. Takes initiative to meet work objectives. Effectively communicates with customers and other County employees. Gets along with co-workers and managers. Positively represents the County, maintaining the trust County residents have placed in each of us. Demonstrates honest and ethical behaviors.

ESTABLISHED / REVISED DATES:

6/13/13 (Replaced Kennel Maintenance Officer)

6/1/17 Class spec revised

11/30/18 Class spec revised