



Job Title: Full time Animal Care Technician

The Humane Society for Southwest Washington (HSSW) is committed to enriching the lives of people and pets in our community. We have been completing families since 1897 and are committed to serving our community as it changes and grows. Through education, outreach, adoption, events, and support services for families in need, we are expanding our HSSW family every day! Imagine working with people to care for the dogs and cats in our community of Southwest Washington.

The Humane Society for Southwest Washington (HSSW) is in search of *The Ideal Team Player© to join our team as an Animal Care Technician on HSSW’s Animal Care Team. These positions require an individual who loves working with a team to care for animals and strives for excellence. Consider a change working toward a mission that will change you forever!

People + Dogs + Cats

Animal Care Technician (Levels 1, 2 & 3)

The Animal Care Technician is responsible for daily cleaning and sanitation of facility and animal areas, including kennels, public areas, passageways, and the feeding and care of animals. These positions may be filled through both full-time and/or part-time employment and are hourly, non-exempt positions in the Animal Care Department, reporting to an Animal Care Supervisor and working closely with all shelter departments in addition to engaging with and training volunteers and workforce partners.

Benefits and compensation

Entry level starts at Washington State Minimum Wage. Pay increases are obtained depending on experience, attitude, work ethic, commitment to teamwork, learning ability, skill level and core competencies. Employees currently enjoy paid time off, matching 401 (k), employee assistance program, section 125 flexible benefit plan, employee discounts (to include partner organizations) and access to affordable life, disability and accidental supplemental insurance. Full time employees are eligible to participate in HSSW’s dental, vision and shared cost health insurance benefit plans.

The Ideal Candidate

- Displays sincere interest, enthusiasm, and affinity for animal care and working with people to complete families.
- Demonstrates an attitude of being in service; using good judgment; maintaining a positive outlook; and, ideally, a sense of humor.
- Works well on teams and demonstrates an attitude and commitment to collaboration.
- Committed to achieving excellence individually and as a part of the team.
- Exhibits an approach to adaptability through overcoming obstacles to achieve results, remaining flexible and open to new ideas, recognizes and encourages others to understand changes in work tasks, situations, and environment as the basis and value for transformation.
- Is committed to personal and professional development through life-long learning.

Animal Care Technician (ACT) Duties

ACT 1 - Basic entry-level tasks...

- Feeds all animals
- Performs daily cleaning and sanitizing of area of responsibility to include kennels, cages, and public areas, follows cleaning and disease control protocol to ensure a safe, healthy environment
- Follows all safety guidelines to ensure a safe work environment for staff and living environment for all animals. Takes immediate action to address any safety concern or noncompliance of safety rules that could put an employee, volunteer, client, animal, or the organization at risk
- Stocks areas and spot-cleans kennels and public areas throughout the day
- Keeps supervisor informed of animal behavior, health or concerns
- Other duties as assigned

ACT 2 – all the above to include...

- Interactions with patrons; to include adoption socializations, animal to animal meets, lost animal walk through with patrons providing the highest degree of customer service
- Assists with animal behavior duties and keeping up to date on activity logs
- Assists med team with animal medical exams
- Assists with transports and the moving of animals throughout the facility
- Certified in micro-chipping, re-vaccination procedures & placing soft paws
- Performs adoption consultations
- Other duties as assigned

ACT 3 – all the above to include...

- Must be fully trained & willing to work on both Dog Team & Cat Team as needed
- Independent decision maker in conjunction with cat & dog team procedures and protocols
- Independently performs behavioral evaluations & decisions
- Performs intake exams, vaccinations and testing of animals
- Acts as first line trainer for new staff, volunteers & work training programs
- Other duties as assigned

Client Services Duties (all ACTs)

- Actively promotes HSSW's programs and events to clients, volunteers and staff
- Refers clients to appropriate staff for service
- Assists with accepting in-kind donations
- Actively supports associate staff, volunteers and workforce partners.
- Promotes the development of skills related to the advancement of our goals and mission.
- Always represents the HSSW in a professional and courteous manner.
- Provides quality service to customers, volunteers, and staff recognizing their individual contributions to the team and the success of our organization
- Other duties as assigned

Measures of Accomplishment

- ✓ Efficient, thorough, and timely cleaning, resulting in a consistently safe, clean and clutter-free environment. Kennels are consistently free of debris and waste.
- ✓ Accurate computer records
- ✓ Animals are fed according to protocol and are always provided with fresh water
- ✓ Animals receive daily enrichment according to protocol
- ✓ Consistent positive client feedback of customer service and volunteer engagement
- ✓ Mindfulness of possible incidents that cause accidents and injuries
- ✓ Participation in shelter activities such as trainings, meetings, and events

Qualifications:

- Ability to read, understand, comprehend, and follow instructions & SOP's
- Ability to be certified in safe animal handling within 90 days of employment
- Able to work with animals, disinfectants & cleaning supplies

- Able to perform physical work: scrubbing, mopping, bending, lifting, walking and standing for up to 10 hours a day
- Able to lift 50 pounds with assistance

Knowledge/Skills/Abilities:

- Ability to work in a fast-paced environment with a variety of people
- Ability to use a computer, working in a windows environment
- Ability to retain knowledge of animal breed, behavior, and handling
- Knowledge of animal health, ability to identify ill health
- Sincere interest in the mission of the HSSW

HSSW Culture

Vision: A community where everyone loves and cares for animals.

Mission: Rescue. Return. Restore. Rehome. Reconnect. One animal at a time.

Values: Compassion. Collaboration. Excellence. Service. Integrity. Stewardship.

We endeavor to seek excellence in all we do; we strive to maintain a positive attitude while doing it; we seek out opportunities to be in-service to one another; we depend on teamwork & collaboration in setting and achieving goals; with leadership as a core value we recognize that everyone has the opportunity to lead by setting an example of excellence, attitude, service, teamwork & collaboration.

We seek to hire and surround HSSW with team members that are *humble, hungry and smart;

- Humble team members are quick to point out the contributions of others and slow to seek attention for their own. They share credit, emphasize team over self and define success collectively rather than individually.
- Hungry team members are self-motivated and diligent. They are constantly thinking about the next step and the next opportunity.
- Smart team members are interpersonally appropriate and aware. They have good judgment and intuition around the subtleties of group dynamics and the impact of their words and actions.

Working conditions

Work is performed in animal shelter. Noise levels in kennels can be high. Animal bites and scratches are a risk as animals with questionable temperaments will be encountered. Exposure to Zoonotic diseases is expected as well as exposure to cleaning chemicals and allergens with potential

exposure of infectious diseases to personally owned animals. Employee will be on feet working 10+ hours/day, with appropriate breaks

*This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship. **The HSSW participates in E-Verify & requires pre-employment drug testing.***

How to apply

If this sounds like the right place for you and you feel you meet the qualifications for this position, please submit your application by email to jobs@southwesthumane.org with your first and last name in the subject line followed by "; FT Animal Care Technician". If you prefer you may place your application in an envelope to mail or hand deliver. Please label FT Animal Care Technician, Attn: Human Resources; Humane Society for Southwest Washington, 1100 NE 192nd Ave, Vancouver, WA 98684. You can find the link to our application here on our website <https://southwesthumane.org/careers>