

Animal Care Technician – Lead (Loveland, CO Location)



Job Title:	Animal Care Technician (ACT) - Lead (Internal Only Opportunity)
Department:	Shelter - 02
Job Classification:	Full-Time, Hourly, Non-Exempt Position
Job Relationships:	Reports to Shelter Supervisor(s) and/or Shelter Manager. Provides formal assistance in supporting and training team members, assigned volunteers and Community Service volunteers. Assists supervisors(s) with department operations as required.

The Animal Care Technician (ACT) Lead is responsible for performing the duties of an ACT and assisting supervisors in providing support and training for team members and volunteers. The position requires a working knowledge of a wide range of policies, protocols and procedures and serves as a role model for safe working practices, attendance and punctuality and adherence to the Standards of Professional Conduct. As with all ACT positions, the Lead position duties involve a significant amount of physical labor. Animal Care Leads are chartered with assisting with staff and volunteer training, including Community Service volunteers as assigned and are full-time in support of shelter hours. Work shifts vary and cover 7:30AM–7:30PM Monday-Friday and 7:30AM–5:30PM Saturday-Sunday and are subject to change. Work schedules include at least one weekend shift and overtime as required. This is an internal promotion opportunity and applicants must be meeting the performance, behavior and safety expectations set forth by the Organization.

Major Duties and Responsibilities

- Performs the duties of an Animal Care Technician and serves as a department role model. Work includes daily cleaning of kennels, cages, and public areas and following disease control protocol to ensure a safe, healthy environment
- Models constant awareness of safety and safe working practices. Is animal handling certified and consistently performs duties in a manner that maximizes personal safety and that of others and the animals, follows safety procedures, reports situations that may lead to accidents or injuries, and reports on-the-job injuries immediately
- Is vaccination certified and administers animal vaccinations, medications, and treatments as directed
- Informs Veterinary Staff, Behavior Staff, and/or Supervisor(s) about animal health or behavior concerns
- Provides assistance for the front desk as liaison and/or adoption counseling and enters data into animal shelter software as needed
- Is euthanasia certified and performs euthanasia of shelter animals as assigned
- In absence of supervisor(s) or manager, assigns tasks to ACT team members
- Supports supervisor(s) by providing direction and training assistance to team members and volunteers as requested and serves as a team member resource for cleaning and animal care protocols and procedures
- Participates in cross-training of other department members as requested
- Adheres to, and serves as a role model for, the Standards of Professional Conduct
- Maintains attendance and punctuality expectations

Other Duties/Responsibilities

- Assists Behavior Department and conducts behavior assessment and other tasks as required
- Assists department supervisors in evaluating and implementing volunteer and staff training needs
- Participates in department interview process as requested
- May provide transportation of shelter animals as needed
- May serve as a member of the Shelter Team

- Attends meetings and serves on committees as required
- Performs other duties as assigned

Job Qualifications:

Education/Experience: Must meet the basic requirements for an ACT position plus have a minimum of 3 months of Organization Animal Care Technician experience. Must be animal handling, vaccination and euthanasia certified through the Organization. Experience assisting other ACTs with learning processes and procedures required. Solid experience and performance in modeling attendance, punctuality, safety and the Standards of Professional Conduct required. Must be meeting job expectations. Bilingual English/Spanish reading, writing, understanding, speaking is a plus and includes a wage premium.

Knowledge: Working knowledge of all aspects of the ACT position. Knowledge of the Organization's cleaning and animal care policies, protocols and procedures required. Knowledge of animal breed and behavior. Knowledge of animal health and ability to identify illness desired.

Skills: Effective verbal and written communication skills. Effective intercommunication and teamwork skills with all levels of the organization. Detail oriented and skilled in prioritizing duties. Proven internal customer service skills and basic computer skills. Skilled at using personal emotional intelligence in the workplace.

Abilities: Able to work with the animals within the Shelter's care. This includes the ability to work visually and audibly, with animals both alive and deceased, including dogs, cats, small mammals, exotic animals and more. Able to use good judgment when dealing with co-worker and animal issues and with confidential information. Able to work independently and in a team setting. Able to quickly learn and model applicable policies, procedures and processes. Able to maintain composure in stressful and emotional work situations and in a fast-paced environment. Able to work with disinfectants and cleaning supplies. Able to perform physical activities of the job. Able to prioritize duties and multi-task. Must be willing and able to perform euthanasia of animals as required. Able to work a flexible schedule including evenings and weekends as required.

Other: Must be at least 18 years of age (required for insurance purposes); Valid Colorado Driver's License, insurable driving record and have and maintain personal driving insurance meeting Colorado standards. Overtime will be required. Some holiday work will be required.

Working Conditions:

Work Environment: Most work performed in animal shelter setting; potential for exposure to zoonotic diseases and cleaning chemicals; potential for exposure to dangerous and fractious animals; exposure to high noise levels when in kennel area; potential for animal bites and scratches while handling animals; potential exposure to hay and dust; potential exposure to deceased animals; potential exposure to various weather conditions when working outside in kennels and pens.

Physical Activities: Handling animals of varying types and temperaments; frequent lifting of up to 50 pounds unassisted and more with assistance; potential for standing on feet 8 or more hours a day; audibly listening and verbally communicating; driving vehicles; kneeling, squatting, bending, reaching, cleaning cages (scrubbing, mopping); exposure to wet conditions; sitting and using a computer, walking dogs on a leash; animal restraint and handling animals of all temperaments; physically examining animals; handling syringes and needles.

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. NOCO Humane conducts background checks, DMV checks and requires drug testing of all employment candidates.

We are an Equal Opportunity Employer. Benefits for full-time employees include options for medical and life, dental, vision and supplemental accident insurance; STD/LTD insurance; a matching 403b plan; paid time off (PTO) accrual; 9 paid holidays and more. Benefits for part-time employees include paid time off (PTO); a matching 403b plan and more.