



Job Title:	Animal Care Technician	Department:	Animal Care
Reports to:	Manager of Animal Care	Status:	Full time, non-exempt
Location:	Arlington, VIRGINIA	Salary Range:	\$17.26 - \$21.00

Benefits: We offer premium medical benefits, dental and vision insurance; separate vacation and sick time accruals, paid working holidays and an additional 3 floating holidays annually. After 2 years of employment, employees qualify for a retirement contribution of 7%. This position also qualifies for the Public Service Loan Forgiveness Program and the League pays a salary bonus for language ability in: Arabic, Mandarin, Sign Language, Spanish or Vietnamese. Plus, free pet adoptions, pet vaccines and more!

Summary: The Animal Care Technician plays an essential role within the Animal Welfare League of Arlington and works one-on-one with animals. The Animal Care Technician performs routine animal care, facility cleaning, customer service, updating and maintaining animal records, administering injections/medications, sterilizing equipment and performing euthanasia when necessary. This is a fulltime position. To learn more about the Animal Welfare League of Arlington and how to apply, please visit us at <https://www.awla.org/about/careers/>

Responsibilities include the following however other duties may be assigned:

ANIMAL CARE

- Provide appropriate quantity and quality of food and water to shelter animals daily; provide overall animal care including bathing and basic grooming
- Monitor animals and immediately report eating habits, health, behavior, or temperament issues to behavior staff and/or manager and director as appropriate
- Participate in stress and disease reduction efforts through purposeful and compassionate handling and placement of animals in shelter environment
- Give physical exams to incoming animals: check ears, check for fleas and ticks, and administer medications as necessary and according to intake procedures
- Medicate and feed animals in accordance with veterinary instructions
- Administer first aid to any injured animal as appropriate
- Update and maintain accurate animal records in the shelter computer database
- Perform euthanasia as necessary and dispose of remains

FACILITY CARE

- Follow established disease control protocols to extensively clean, disinfect, and maintain shelter kennels, cages, and all animal and general areas daily as assigned and instructed
- Operate laundry machine and dishwasher and other equipment
- Restock cleaning, feeding and other supply areas as needed
- Maintain equipment in good working condition and report need for repair or replacement
- Assist in cleaning and maintenance of the entire facility and grounds, including but not limited to picking up and removing trash, mowing the lawn, shoveling snow, pulling weeds, mopping floors, cleaning kitchens and other common areas

PEOPLE CARE

- Cultivate positive customer relations through professional, courteous, and educational interactions while actively promoting our mission, services, programs, and events
- Provide prompt, courteous and excellent customer service to all internal and external customers at all times, including but not limited to adopters, staff, volunteers, board members, city and county officials, animal



control officers, veterinarians, representatives of rescue organizations, people looking for lost pets or relinquishing owned pets, and the general public

- Assist customers with the pet adoption process by facilitating customer/animal interactions to ensure a safe and pleasant experience, accurately answering questions, and providing guidance
- Practice and encourage the humane treatment of animals
- Work cooperatively with all volunteers, recognizing the talent and commitment they bring to the organization
- Work collaboratively and cooperatively within the Animal Care Team, with shelter staff and volunteers

ADDITIONAL RESPONSIBILITIES

- Demonstrate knowledge of and adherence to AWLA policies, procedures and code of conduct
- Ensure a safe work environment, follow safety guidelines, and model safe work practices
- Take immediate action to address any safety concerns that could put a staff member, volunteer, customer, shelter animal or the organization at risk
- Practice and encourage the humane treatment of animals
- Follow direction of managers, directors, veterinary staff and CEO

Supervisory Responsibilities: none; however, this position may support the supervision of animal care volunteers as needed

Qualifications:

- High school diploma or GED equivalent
- Available to work the assigned schedule which will include opening, closing and weekend shifts
- General knowledge of animal behavior and care
- Availability to complete training and receive certification in euthanasia within six (6) months of employment
- Ability to receive pre-exposure rabies vaccination upon employment
- Ability and skill to successfully work with various types of animals and reptiles in a safe, responsible manner
- Ability to set priorities, develop routines and manage large workloads
- Ability to maintain calm and composed in stressful, sensitive or emergency situations
- Ability to remain flexible in an ever-changing environment and follow protocols as instructed
- Commitment to positive reinforcement handling and training methods
- Readiness to assume multiple duties and tasks
- Ability to work independently as well as with others in a wide variety of circumstances and with a diverse group of individuals
- Ability to work comfortably with and around animals following established procedures and protocols
- Excellent customer service, listening, and decision-making skills
- Strong communications skills and an ability to communicate in a polite and professional manner
- Capacity to work well under pressure and in a very fast paced environment
- Computer literacy including database experience; shelter specific database experience helpful but not required
- Multilingual helpful but not required
- Ability to maintain discretion with confidential information
- Have a passion for the mission and a deep commitment to the goals of the organization

Typical physical & mental demands: Requires frequent bending, reaching, stooping, kneeling, walking/standing, eye-hand coordination and manual dexterity sufficient to operate a keyboard, telephone, photocopier, calculator and other equipment or machinery. Will have exposure to injured and deceased animals, disinfectant solutions, and variable indoor and outdoor temperatures. May assist in animal restraint and deal with distressed or



dangerous animals, and could be subject to bites and scratches. Requires manual dexterity to keep a strong animal on leash or operating a door while holding a strong animal on leash simultaneously. May be required to lift heavy items or animals (upwards of 50 lbs) and be otherwise physically active. Requires normal range of hearing and eyesight to communicate with the public, volunteers, staff, and animals. Also requires flexibility and adaptability to work with frequent interruptions. Must be comfortable around dogs, cats, small companion animals, reptiles, amphibians and wildlife.

Vaccination requirement: Upon hire, employees will be required to receive rabies prophylaxis and tetanus vaccinations.

*We welcome applications from people of color, indigenous people, LGBTQ individuals, and other communities that have been marginalized and disproportionately impacted by violence and abuse. We aim to maintain a diverse and dynamic workforce and are committed to providing equal employment opportunities (EEO) to all employees and applicants for employment and promotions without regard to race, color, religion, gender, sexual orientation, gender identity, marital status, veteran status, age, national origin, disability, or any other basis protected by federal, state or local law. Applications will be considered on a rolling basis and positions remain posted until filled. **No phone inquiries, please.** The Animal Welfare League of Arlington is a 501(c)3 non-profit organization.*