



Title: Animal Care Technician & Adoption Counselor – Cat Area

Reports to: Shelter Manager

Status: Part-Time or Full-Time hourly

Summary: Feline Animal Care Technicians (ACTs) are responsible for the daily care of cats and kittens at Pope Memorial Humane Society. This position conducts proper cleaning and disinfecting of all cages, condos, rooms, and work areas to provide a healthy environment for the animals in our care, as well as counsels potential adopters on adoptable pets. The Animal Care team provides our animals with love, compassion, daily care, exercise, and enrichment on their journey to adoption.

Key Responsibilities:

- To thoroughly clean and disinfect all cages, condos, free-roaming, healthy hold rooms, and support areas daily and on an as-needed basis throughout the day in accordance with shelter cleaning protocols
- Set up cages and condos for new residents
- Provide proper feeding and care to animals, including administering medications, if required, and animal enrichment play time, etc.
- To observe animal appearance and activity for general physical condition, obvious signs of illness, disease, or behavioral changes, and report to the appropriate person
- Maintain accurate animal records in the Shelterluv database
- To utilize animal handling skills to provide a safe and friendly environment for the animals
- Perform needed cleaning, maintenance, and proper storage of all equipment and tools used in job assignments
- Launder linens, and wash and sterilize water and food bowls following cleaning protocols
- Work closely and communicate with any volunteers to help ensure a positive experience and to ensure proper procedures are being met
- Assist with the stocking of shelter supplies and donations
- Professionally communicate with the public via email, phone calls, and in person in a timely manner.
- Answer phones and direct calls to the proper person or department
- Thoroughly and accurately counsel members of the public about adoptable cats
- May also be responsible for intake of owner-surrendered, stray, or transferred animals, and processing of animals through various stages in the shelter until adoption, transport of animals, etc.
- Perform other duties as assigned

Essential Skills and Experience

Required:

- Educational background—High school diploma or equivalent
- Professional demeanor and good communication skills with the ability to work well with others in a fast-paced environment
- Excellent customer service skills
- Demonstrates strong organizational skills (record keeping, time management, follow-up, etc.)
- Ability to access the shelter database and find the statuses of current residents
- Strong verbal and written communication skills; interpersonal skills
- Ability to create and foster a collaborative team environment
- Excellent attention to detail and sense of urgency, ability to prioritize with an emphasis on quality and accuracy of work
- Ability to take direction, follow instructions accurately, and accept constructive criticism.

Desired:

- Experience in an animal shelter or related field.
- Prior animal handling experience.

WORKING CONDITIONS/PHYSICAL DEMANDS

- Due to the nature of shelter work, potential exposure to zoonotic diseases, dangerous and fractious animals, potentially harmful chemicals and drugs, and high noise levels.
- Requires working with and among shelter animals.
- Must be able to safely handle shelter animals, including cats and exotics.
- Ability to lift and carry animals of varying sizes, equipment, and supplies over 50 pounds with reasonable accommodation.
- Ability to stand for several hours up to an 8-hour shift.
- The position also requires bending, stooping, and kneeling.
- Must possess and maintain a valid Maine class C driver's license and have a satisfactory driving record.

This position 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.

Pope Memorial Humane Society is an Equal Opportunity Employer