



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**ANIMAL SERVICES TECHNICIAN,  
SENIOR**  
(ANIMAL SHELTER)

Human Resources Department  
700 Town Center Drive, Suite 200  
Newport News, VA 23606  
Phone: (757) 926-1800  
Fax: (757) 926-1825

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## **GENERAL STATEMENT OF RESPONSIBILITIES**

Under general supervision, this position performs animal care and related duties, such as feeding, cleaning, and monitoring the behavior and health of animals housed at the Peninsula Regional Animal Shelter. This position also exercises the animals, maintains animal care reports and documentation, and assists shelter patrons. Serves as a lead worker. Reports to the Animal Shelter Supervisor.

## **ESSENTIAL JOB FUNCTIONS**

Serves as lead worker for maintaining the proper daily care of animals by providing appropriate food and water, as well as basic grooming and bathing; cleans animal cages, runs and performs general housekeeping of shelter; provides work direction to shelter staff assigned to animal care activities.

Identifies problems and responds to the more difficult situations with shelter patrons, animal control officers and outreach staff related to animal handling, health, behavior or temperament issues, and provides timely information to supervisor. Assists with animal intake, evaluation and medical treatments as directed, to include disease prevention and reduction efforts.

Maintains daily log sheets and inventories, completes intake and care reports, and prepares related reports or record keeping as required. Responds to patron inquiries related to animal health education and related programs; provides humane education pamphlets or materials; directs individuals to Animal Adoption Coordinator.

Performs other duties as assigned.

## **PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

## **REQUIRED KNOWLEDGE**

- Animal Services - Knowledge of basic animal care standards to include safe animal handling procedures for domestic and wild animals. Knowledge of applicable state and city laws, codes, and ordinances relevant to animal care. Knowledge of the proper use, secure storage and disposal of lethal chemicals, syringes and related equipment.
- Safety - Knowledge of occupational hazards, safety precautions, and safety regulations related to effective animal handling and other work related precautions. Knowledge of proper sanitation

for animal housing, chemical hazards and general welfare precautions necessary when working with animals.

- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

### **REQUIRED SKILLS**

- Judgement/Decision Making - Uses logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations.
- Computer Skills - Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.

### **REQUIRED ABILITIES**

- Communication - Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented through spoken word or writing. Ability to handle a variety of issues with tact and diplomacy and in a confidential manner.
- Time Management - Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.

### **EDUCATION AND EXPERIENCE**

Requires a high school diploma and 5 years of professional animal care or animal control experience, or an equivalent combination of education and experience. Some lead or supervisory experience preferred.

### **ADDITIONAL REQUIREMENTS**

Acceptable general background check to include a local and state criminal history check, sex offender registry check and a valid driver's license with an acceptable driving record.

This position requires satisfactory results from a pre-employment medical evaluation.

### **PHYSICAL AND DEXTERITY REQUIREMENTS**

- Tasks require the regular and, at times, sustained performance of moderately physically demanding work.
- Some combination of climbing and balancing to include climbing ladders, stooping, kneeling, crouching, and crawling.
- May involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds).

## **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds, depth, texture, and visual cues or signals.
- Some tasks require the ability to communicate orally.

## **ENVIRONMENTAL HAZARDS**

Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, weather, temperature and noise extremes, hazardous materials, traffic hazards, bright/dim lights, toxic agents, animal/wildlife attacks, animal/human bites, explosives, disease, pathogenic substances, or rude/irate customers.