



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
ANIMAL SERVICES TECHNICIAN
(ANIMAL SHELTER)
PARKS, RECREATION AND TOURISM

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
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GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position performs routine 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. Reports to the Animal Shelter Supervisor.

There are two (2) levels of Animal Services Technician distinguished by the level of work performed and the qualifications of the employee.

ESSENTIAL JOB FUNCTIONS

Responsible for the 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.

Assists shelter patrons, animal control officers and outreach staff with animal handling, to include transferring and relocating animals from vehicles, cages and kennel runs. Monitors animals and immediately reports health, behavior or temperament issues 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

Animal Services Technician I - Requires a high school diploma and 1-2 years of professional animal care or animal control experience, or an equivalent combination of education and experience.

Animal Services Technician II - Requires a high school diploma and 3-4 years of professional animal care or animal control experience, or an equivalent combination of education and experience.

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 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 EXPOSURES

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