



Naperville Area Humane Society

Community, Compassion and Caring

Animal Care Technician/Adoption Counselor Position Description

PURPOSE OF POSITION

To provide humane care and treatment of animals and to assist the public with the adoption process

EXPECTATIONS

The Animal Care Technician is responsible for assisting in the cost-effective, sanitary, and humane operation of the Naperville Area Humane Society; the health and welfare of all animals in the care of Naperville Area Humane Society; working with potential adopters in the selection process of a suitable animal; and the supervision of animal care volunteers. The Animal Care Technician is a representative for the Naperville Area Humane Society, and as such, must enthusiastically support the mission, goals, objectives, and strategies of the organization.

The responsibilities described herein reflect the general details considered necessary to describe the principal functions of the position, but should not be construed as a complete description of all the requirements that may be inherent in the position.

WORK RELATIONSHIPS

Responsible to: Director of Animal Care

RESPONSIBILITIES

Animal Care

- Responsible for the humane care and treatment of all animals
- Develops a strong knowledge of animals behavior and personality traits
- Assists in the coordination of animal intake and adoption assessment in a timely fashion
- Monitors all animals for signs of mental/emotional and physical health
- Consistently strives to keep abreast of the field and animal welfare issues, techniques, procedures, and equipment
- Update adoption portion of the Naperville Area Humane Society website
- Maintains records to ensure accuracy, timeliness, and completeness
- Provides care for the animals by ensuring the kennels/cages are cleaned in a thorough and sanitary manner to prevent the spread of any infectious disease
- Administer vaccines and perform blood draws on both felines and canines
- Stocks needed supplies in respective areas, food, cleaning supplies, and medical items
- Assists in maintaining a sufficient inventory of animal care supplies
- Maintains a high level of professional communication with all NAHS staff

Volunteer Supervision

- Assist and educate animal care volunteers in a professional manner

Customer Service

- Greet all shelter visitors and callers in a timely manner and with a positive attitude
- Proactively work with potential adopters in the selection of a suitable animal
- Ensures adoption decision and process is a positive experience for both approvals and denials
- Sets a positive, professional example for staff and volunteers

QUALIFICATIONS

- High school diploma or GED equivalent
- Ability to read/write/communicate English
- Ability to perform physical work with reasonable accommodation
- Excellent interpersonal and communication skills
- Strong attention to detail
- Creative thinker
- Desire to make the field of animal welfare a career
- Minimum 1 year of animal handling experience in an animal shelter or veterinary clinic/hospital
- Applicant must be at least 21 years of age

KNOWLEDGE/SKILLS/ABILITIES REQUIRED

- Working knowledge Google Workplace
- Strong knowledge of dog and cat behavior, body language, and handling
- Knowledge of dog and cat health, able to identify illness
- Sincere interest in the mission of the Naperville Area Humane Society

WORK CONDITIONS

Work performed in a high-noise-level area. Exposure to industrial cleaning chemicals, fumes, dust, animal feces, zoonotic diseases, bites, and scratches occurs regularly. Physical efforts require constant bending, stooping, and lifting with reasonable accommodations. Works on a rotating schedule daily, evening, weekend, and holiday shifts required. Safety procedures must be adhered to at all times.