

RUTHERFORD COUNTY, TENNESSEE

CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE:

ANIMAL CARE TECHNICIAN

FLSA STATUS:

NON-EXEMPT

PURPOSE OF CLASSIFICATION

The purpose of this classification is to perform general/specialized work associated with providing effective and efficient animal services. Duties and responsibilities include providing excellent customer service to shelter patrons, cleaning of kennels, cages, and related spaces in the animal holding areas and shelter; feeding and watering animals; inventory of all animals twice daily; serving as a point of contact between the shelter and approved rescue groups; supply inventory and maintenance; training new employees; and the overall care of impounded animals; documents and responds to all inquiries, service requests, and comments received from the public to provide pertinent information on adoptions, ordinance requirements, spay/neuter questions, and any other type of general information. Ability to work in a high stress, but very rewarding environment. Reports to Animal Control Shelter Supervisor.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Participates in the intake of animals received, reclaimed by owners and adoptions while providing excellent customer service through giving proper information and education as needed.

Promotes a caring attitude towards all animals and treats animals with compassion and respect at all times.

Consistently projects forth a positive attitude of the shelter and the services provided.

Cleans and disinfects animal runs, kennels, cages, receiving areas, holding areas and laundry to ensure the health and well being of the animal population.

Feeds and waters all animals in shelter.

Monitors shelter animals for health and behavior issues and available kennel space.

Completes a thorough kennel inventory of all animals in the shelter twice a day and provides proper communication to other staff and management regarding an animal's condition.

Works to approve breed rescue applications and provides pertinent information to rescue groups in order to adopt health and behaviorally challenged animals.

Performs euthanasia of animals and administers vaccinations, anesthesia, as well as prescribed medications.

Assists Animal Control Officers in the process of impounding animals as needed.

Prepares bite reports and laboratory specimens for rabies testing or other testing; forwards specimens to laboratories; reviews laboratory reports; and communicates with veterinarians to coordinate animal care needs.

Maintains daily inventory of supplies and requests new supplies as needed.

Performs various clerical duties as required, such as filing, data entry, and document management. Organization and time management skills in this area are key.

Rutherford County, Tennessee • Animal Care Technician

Processes, logs, and tracks paperwork regarding lost/found pets, adoptions, citations and warnings, rabies tags, traps, impoundments, quarantines, and reclaimed animals. Provides information to the public on these and other issues.

Communicates to owners that their pet is in custody.

Provides citizens with assistance to resolve complaints.

Communicates with the public on current Animal Services Ordinances, policies, and requirements as well as information on responsible pet ownership.

Receives and processes telephone calls.

Delegates and ensures part time staff members are completing their tasks effectively.

Receives payments and disburses receipts for various services.

Assists with peer training new employees on job related responsibilities and functions.

Supports and participates in departmental response to disaster and emergency events.

Completes work at assigned workstation that is determined by the supervisor.

Works hours as scheduled.

Works under the supervision of Animal Control Shelter Supervisor who defines overall objectives and priorities of the work.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; and one (1) year of customer relations experience supplemented by two (2) months previous experience and/or training involving animal control or animal handling; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Tennessee driver's license. Must possess and maintain valid Euthanasia Certification. Must possess time management skills, including the capability to work productively in fast-paced environment, keep focus on several tasks at once, and be prepared for interruptions when needed to attend to more crucial matters. Must be able to effectively communicate knowledge and information to a non-technical audience. Must possess basic computer skills, including but not limited to word processing, email, and Internet.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to calculate and/or tabulate data. Includes performing subsequent actions in relation to these computational operations.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex and rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS

Physical Ability: Tasks require the regular and, at times, sustained performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and that may involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds); may occasionally involve heavier objects and materials (up to 150 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, traffic hazards, bright/dim light, toxic agents, violence, disease, pathogenic substances, animal/wildlife attacks, or animal bites.

PHYSICAL DEMANDS ANALYSIS

1. STANDING AND WALKING

Estimated Total Hours: 5 **Maximum Continuous Time:** 2

2. SITTING

Estimated Total Hours: 3 **Maximum Continuous Time:** 1

3. LIFTING/CARRYING

Objects: Animals

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs	X				
11-25 lbs	X				
26-50 lbs	X				
51-75 lbs		X			
76-100 lbs			X		
>100 lbs			X		

4. PUSHING/PULLING

Objects: animals, trash, food containers, cages, cat litter

Height of hands above floor during push: most frequently chest level

5. CLIMBING

Tasks: cleaning top cages

Device: ladders, step stools

Height: 4-foot ladder to reach 8 foot cage

Frequency: daily

6. BENDING/SQUATTING/KNEELING

Tasks: vaccinating, cleaning cages, laundry, calling animals, picking up animals

Frequency: frequently, several times an hour

7. REACHING

Tasks: cleaning, retrieving animals, laundry, dishes, litter pan, vaccinations, inventory, identification

Hands Used: RIGHT LEFT BOTH X

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"	Both	Daily	30 seconds per pan	2.5 pounds
21-36"	Straight and angled	45 times a day	15 minutes	8 lb cat; 30 lb dog

* Litter pan set up and cleaning the cages

8. WORK CONDITIONS

Exposure to	Yes	No
Hot Temperatures	X	
Cold Temperatures	X	
Sudden Changes in Temperature	X	
Noise	X	
Fumes/ odors	X	
Cramped Quarters	X	
Cold Surfaces		X
Hot Surfaces	X	
Sharp Edges	X	
Vibration		X
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	90 % of time
Outside	10 % of time

9. OTHER JOB DEMANDS

Does Job Require	Yes	No
Crawling	X	
Jumping		X
Lying on Back	X	
Lying on Stomach	X	
Twisting	X	
Sweeping/Mopping	X	
General Cleaning	X	
Handling Trash	X	

10. LIST TOOLS, EQUIPMENT AND MATERIALS USED

Including but not limited to computer, phone, fax machine, copy machine, brooms, mops, scrub brushes, spray bottles, squeegees, latex gloves, needles, knives, catch poles, nets, muzzles, carriers, ladders, pooper scoopers, carts, vehicles, stretchers, ramps

11. HAND USE

Type of Use	Yes	No	Frequency
Keystrokes	X		1-2 hours per day
Grasp	X		Frequently (90% of time)
Fine Motor (i.e. writing, twisting hands or wrist, etc.)	X		Frequently (90% of time)

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Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

Employee's Full Legal Name (printed)

Employee's Signature

Date