



Madison County Vacancy Announcement

Madison County Animal Control Animal Services Technician

Position Summary

The Animal Services Technician receives, feeds, and cares for animals at the Madison County Animal Shelter. Employees in this role will answer the phone and refer calls to appropriate personnel for services, maintains records, inventory, and stores supplies, as well as provides assistance to the public with the adoption and redemption of animals.

This position reports to the Animal Shelter Director.

This position is non-exempt under the Fair Labor Standards Act.

Essential Duties

- Receives animals brought to the Madison County Animal Shelter.
- Weighs, examines, and observes animals to detect signs of illness, disease, or injury.
- Places animals in kennels and maintains impounding records using the computer system.
- Prepares food and feeds animals according to schedules and feeding instructions.
- Provides drinking water for animals in the animal shelter.
- Performs basic animal grooming duties, such as washing, brushing, and trimming nails.
- Cleans and organizes Animal Shelter facilities, including cleaning and disinfecting shelter kennels and floors, organizing shelter equipment, and doing laundry.
- Assists in creating a positive and supportive work environment; enforces a safe workplace; establishes a culture of teamwork and communication; creates a workplace that promotes the organizational values of access and opportunity and actively promotes an environment respectful of living and working in a society accepting of all.
- Responds to questions and inquiries from citizens regarding the care of animals.
- Provides assistance to citizens visiting the shelter for adoption and redemption.
- Escorts customers through the animal shelter and answers questions.
- Assists staff in controlling, handling, and preparing animals for examination and vaccinations.
- Maintains shelter records and records medical problems of animals using the computer system.
- Completes pre-adoption behavioral assessments on animals to help determine their social needs and abilities in interacting with other animals and with people of various age groups.

Knowledge, Skills, and Abilities

Knowledge of:

- Principles and processes for providing customer services.
- Principles and practices in the care and handling of dogs and cats.
- The physical and temperament characteristics of various animals.

Skills to:

- Provide customer service in a friendly and effective manner.
- Actively listen and give full attention to what other people are saying.
- Understand written communication in work-related documents.
- Speak to others in a manner that effectively conveys information.
- Effectively manage time and resources.
- Maintain written and electronic records typical to the job assignment.

Ability to:

- Safely and compassionately care for and handle large dogs and animals in stressful situations and environments.
- Safely handle injured and aggressive animals.
- Remain calm and rational in routine and non-routine situations.
- Provide oral and written communication in a manner that others will understand.
- Effectively work with persons from diverse backgrounds including age, color, religion, national or ethnic origin, socioeconomic status, physical characteristics, sex, sexual orientation, gender identity, gender expression, marital status, veteran status, health status, genetic disposition, political belief, or mental or physical ability.

Minimum Qualifications

Education and Experience:

High School Diploma.

One (1) year of professional experience in the care, handling, or training of animals in a kennel, veterinary office, animal clinic, or related setting; OR

Completion of at least one (1) year of technical training in veterinary assistance or a related program may substitute for the required experience.

Working Conditions and Physical Demands of Work

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations. While performing the functions of this job, the employee is regularly required to talk or hear; frequently required to stand, walk, and sit. The employee must occasionally lift and/or move up to 50 pounds; frequently lift and/or move up to 50 pounds; frequently push and/or pull up to 100 pounds. Specific vision abilities required by this job include close vision.

Working conditions are in a kennel environment with frequent exposure to laboratory conditions including hazardous materials, unfavorable fumes and odors, and working with animal body fluids and infectious diseases, and loud noises.

Requirements:

Applicant must be willing to submit and pass a pre-employment drug/alcohol test as well as a criminal background check. This position is subject to health and safety sensitive drug screens. Must possess a valid North Carolina Driver's License.

Salary

Annual beginning salary of \$33,280.00. This position comes with a benefits package including participation in LGERS, paid health insurance after 60 days of employment, dental, eye and other supplemental insurances, as well as paid vacation, sick, and holiday time after 90 days of employment.

Where to Apply

To obtain an application, visit <https://www.madisoncountync.gov/employment-opportunities.html>

The position is open until filled. Submit an NC State Application with a cover letter to the Madison County Human Resources Office at PO Box 579, Marshall, NC, 28753.

Applications will also be accepted via email: hr@madisoncountync.gov

Madison County Government is an Equal Opportunity Employer.