



SHELTER TECHNICIAN

JOB TITLE:	Shelter Technician
REPORTS TO:	Shelter Supervisor
HOURS:	Full-time, hourly
PAY RANGE:	\$14.50/hour - \$16.00/hour
FUNCTION:	Provides consistently high standards of humane care for all animals entering the shelter as outlined in the Standard Operating Procedures manual and state PACFA regulations and provides exceptional customer service to the public.

ESSENTIAL CLEANING AND MAINTENANCE RESPONSIBILITIES:

- Good sanitation is a critical part of humane animal housing. All staff will follow proper cleaning and disinfection practices to maintain a clean and healthy environment and help reduce the transmission of infectious diseases to both animals and people.
- Cleans and maintains the facility throughout the day, including kennels and cat cages/room, bathroom, lobby, and hallway areas. Ensures daily completion of cleaning, laundry, and dishwashing duties, according to RHHS policies and procedures.
- Cleans and maintains each day the facility's grounds, including play yards, outside kennels, and patio. This includes picking up feces and trash daily, sanitizing concrete surfaces when appropriate, and spraying weeds as needed.
- Opens and closes facility as outlined in the daily opening and closing checklists.
- Performs basic and routine maintenance on shelter facilities, including, but not limited to, snow removal, minor fence/kennel repairs, replacement/installation of sanitary equipment such as soap/toilet paper dispensers, and battery replacement in smoke and carbon monoxide detectors.

ESSENTIAL ANIMAL CARE RESPONSIBILITIES:

- Feeds and provides fresh water to animals sheltered in the facility, ensuring they are housed and cared for properly per state PACFA regulations.
- Handles all animals safely and properly, practicing fear-free techniques as outlined by the Fear Free Shelters Program.
- Follows proper protocol as outlined by the City of Delta and the Colorado Department of Agriculture for the disposition of animals, including, but not limited to stray holds, bite quarantine, and evidence holds.
- Immediately reports all perceived medical issues of animals to the Shelter Supervisor or Veterinary Services Manager.
- Occasionally administers vaccinations, medications, preventatives, heartworm tests and FELV/FIV combo tests under the direction of the Shelter Veterinarian and Veterinary Technician.
- Safely loads into vehicles and transports animals per PACFA regulations, as required.
- Documents and reports behavior observations per RHHS Behavior Observation Checklist and in daily mandatory email updates.

ESSENTIAL PUBLIC SERVICE & RECORDKEEPING RESPONSIBILITIES:

- Embodies the values, mission, and vision of RHHS. Treats the public with empathy and patience.

- Serves as a conscientious team member by providing excellent service to the public and representing RHHS in a professional and courteous manner at all times.
- Works with local animal control officers to ensure the proper intake, documenting, and disposition of stray and impounded animals.
- Processes intakes and outcomes of animals promptly into shelter management software with clear and accurate photographs of animals for proper identification.
- Instructs the public on what to do with lost and/or found pets.
- Monitors local lost and found pets pages on social media and other platforms, including Facebook and Nextdoor.
- Verify proof of ownership, properly document return-to-owner, and collect all applicable fines and/or fees.
- Process unclaimed animals at the close of the stray hold period and promptly notify Shelter Supervisor of animals ready for transfer to the Grand Junction facility and/or a foster home.
- Check and respond to emails at least once before lunchtime and at the end of every shift.
- Process adoptions per RHHS adoption policies and procedures, as applicable.
- Represent RHHS as a member of the fundraising team, making fundraising asks as directed.

REQUIRED SKILLS AND TRAITS:

- Must have a high school diploma or GED.
- Must have a valid Colorado driver's license and good driving history.
- Must agree with and be committed to the mission, policies, and goals of RHHS.
- Must be energetic, cooperative, team-oriented, and quality-improvement minded.
- Must be adaptable to frequent changes in scheduling, protocols, and work environments.
- Must be positive, flexible, and handle difficult and sensitive situations with diplomacy and discretion.
- Must have a calm, friendly, and approachable work style with communicate efficiently and professionally in-person, by phone, or by e-mail.
- Must understand and respect confidentiality, be assertive, think strategically, prioritize, focus, and be customer oriented.
- Must be organized, self-motivated, and work autonomously.

MENTAL, PHYSICAL AND COMMUNICATION DEMANDS:

- Must be available to work when and where needed by the organization. Must work irregular hours, weekends, and holidays.
- Must have patience and tact when working with emotional or angry people.
- Must have proficiency with personal computers, email, social media, and shelter database software used by RHHS. Must operate RHHS telephone system, computers, and copiers.
- Must check and respond to emails at least twice every shift.
- Communicates all facility, inventory and repair needs with the Shelter Supervisor in a timely manner.
- Must write routine reports and correspondence professionally.
- Must work safely around unruly, vicious, sick, injured, dangerous, or deceased animals, chemical compounds (e.g., bleach, disinfectants, and medications) and understand there is a risk of exposure to parasites and infectious diseases.
- Must stand, walk, sit, kneel, and crouch frequently and for extended periods. Must lift, carry, pull and push more than 50 pounds regularly.
- Must work in an environment with elevated noise levels.
- Allergic conditions to animals or cleaning supplies would disqualify one for this position.

ADDITIONAL RESPONSIBILITIES

- Follow safety guidelines to ensure a safe work environment.
- Comply with RHHS personnel policies.
- Comply with any applicable ordinances, resolutions, rules, or contractual agreements with the City and County of Delta.
- Adhere to the RHHS standard operating procedures manual and other written policies and verbal instructions.
- Arrive to work on time, clock in/out for lunch at assigned times, and remain at work until the end of shift.
- Not work overtime without the express prior consent of the Shelter Supervisor or Chief Executive Officer.
- Function as a cooperative member of the RHHS team and attend regular staff meetings.
- Assist the Communications Coordinator in the creation of PR and social media content, such as taking photos and videos, as requested.
- Work in a positive and cooperative manner with volunteers, donors, and staff, recognizing their individual contribution to the success of our organization.
- Other duties as assigned.

I have read my job description and understand it in its entirety. I agree to perform the listed duties and responsibilities to the best of my ability.

Signed: _____ Date: _____