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COMPASSIONATE CARE TECHNICIAN

JOB SUMMARY

The Fredericksburg SPCA hosts more than one hundred animals at any given time, and the Compassionate Care Technician is responsible for the daily cleaning, feeding, and provision of any medical treatments to the animals in our care. You are also assisting with adoptions and recommending pets to meet the family's preferences and needs. An enthusiastic "people person" who takes pride in hosting a positive experience would suit the role well. There is a heavy emphasis on customer service and accountability.

ESSENTIAL FUNCTIONS OF THE JOB INCLUDE:

Animal Care:

- Ensure that all animal areas are clean, sanitary, and comfortable
- Feed, water, and groom animals daily, while monitoring the physical condition and behavior of each animal
- Provide affection and socialization to all animals regularly
- Work with volunteers as needed when cleaning/disinfecting of animal areas
- Provide further enrichment by assisting in playgroups within the dog and cat area for socialization
- Work with staff members as needed to ensure that all animals are up to date with their intake examinations and vaccinations
- Ensure proper enrichment protocol is followed for all animals, which includes passing out toys and or chew sticks for all animals daily, and or rotating toys as needed, for the animal's enjoyment

Adoption:

- Safely handle, play with, observe, and showcase pets available for adoption
- Communicate in a friendly and professional manner with all visitors
- Educate visitors on Fred SPCA's mission, position statements, and programs
- Engage in "discovery" conversations
- Process a thoroughly documented and legally sound animal adoption and/or foster-to-adopt placement by carefully adhering to Fred SPCA standard operating procedures
- Protect confidential documents by filing immediately in Fred SPCA-only spaces
- Process boutique sales, adoption fees, and donations via ShelterLuv- cash, debit, and credit
- Adapt to competing priorities in a fast-paced environment
- Work independently and as a team with other Matchmakers, Fred SPCA staff, and volunteers
- Perform other duties as requested by supervisory staff

Administrative:

- Ensure that paperwork and records are maintained accurately and that ShelterLuv information is updated
- Complete intake door training, which includes handling the public trying to rehome animals/ found animals, and adding animals to the waiting list
- Develop a basic working knowledge of the Fred SPCA's procedures, guidelines, and protocols for the safe handling of animals
- Staff will be provided with training throughout each year. Training fees (when they apply) will always be covered by the Fred SPCA. Training subjects include but are not limited to animal handling, medical care, shelter software, animal behavior, best cleaning practices, customer service, and new organization initiatives.
- Communicate regularly with supervisors and coworkers to ensure that they are aware of any issues pertinent to their areas of responsibility
- Participate in staff meetings to share ideas and suggestions for improving animal care and the quality of the organization as a whole
- Restroom (x3)
- Narnia
- Boutique
- Adoption Desk
- Intake hall
- Public areas
- Entrances x 2
- Grounds

REQUIREMENTS

- Minimum 1 year in a customer service role
- Minimum 1 year experience working with animals
- Must uphold the values of the Fred SPCA, most notably respect, compassion, and kindness
- Ability to adapt and a willingness to learn
- Experience in an animal rescue and/or shelter environment preferred
- Knowledge of basic veterinary medical concepts preferred
- Must have reliable transportation

WORKING CONDITIONS:

- Indoors in a high-noise, air-conditioned/heated building, outdoors at the shelter, or on location for various activities
- Use of various things: laser printer, copy machine, computer, telephone, power washer, industrial laundry machine, dryer, and cleaning supplies.

MENTAL, PHYSICAL AND COMMUNICATION DEMANDS:

- Regular exposure to animals, cleaning chemicals, fumes, dust, animal feces, bites, scratches
- May be exposed to:
 - Deceased, fractious, or aggressive animals
 - Hostile, irate persons
 - Zoonotic or other diseases
 - Unpleasant noises, odors, sights
- The employee must frequently lift and/or move up to 50 pounds
- The employee must frequently bend, grip, and be flexible to do so

- Ability to work around pet dander, dust, and other allergens without issue. Regularly required to stand and walk
- Strong data entry skills and the ability to maintain accurate records in shelter software
- Requires working alone or with minimal supervision – must be self-motivated
- Requires patience and tact when working with difficult, emotional, or angry people
- Requires treating people and animals in a pleasant, courteous, and professional manner
- Adherence to the Fred SPCA's policies and philosophies
- This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an “at-will” relationship.

DRESS CODE

- Full-set scrubs are required - which means scrub tops and scrub bottoms - with closed-toe shoes 100% of the time. Scrub bottoms and a Fred SPCA logo top may be appropriate. When assisting with Matchmaking, jeans and a Fred SPCA logo top may be worn.

COMPENSATION & BENEFITS

- This is a part-time, hourly, non-exempt position with the opportunity for career advancement if desired, and annual performance-based promotions.
- After a 60-day probationary period, the employee will become eligible for paid time off, paid birthday leave, low- or no-cost adoptions, and discounted shopping in the Fred SPCA's boutique. Other benefits are detailed in the Employee Handbook.

TERMS OF EMPLOYMENT

In accepting this offer of employment, you certify your understanding that your employment will be on an at-will basis and that neither you nor any Fredericksburg Regional SPCA (henceforth SPCA) representative has entered into a contract regarding the terms or duration of your employment. As an at-will employee, you will be free to terminate your employment with the SPCA at any time, with or without cause or advanced notice. Likewise, the SPCA will have the right to reassign you, to change your compensation, or to terminate your employment at any time, with or without cause or advanced notice. At the termination of employment, any relevant SPCA documents, software, data, or information must be turned over to the SPCA. Upon termination of employment, you agree to make no disparaging or negative comments about the Fredericksburg Regional SPCA or its employees and officers and comply with the Fredericksburg SPCA's non-disclosure agreement as outlined in the employee handbook.

I read and understand the duties and expectations as described in this position description.

PRINTED NAME

SIGNATURE

DATE