PALM VALLEY ANIMAL SOCIETY
JOB DESCRIPTION

ADMISSIONS TECHNICIAN

REPORTS TO: Admissions Supervisor & Admissions Manager
LOCATION: PVAS Locations as needed

POSITION OVERVIEW

The duties of an Admissions Technicians serve as the first steps in an animal's journey to finding a forever home. They gather pet information from multiple sources to create a detailed profile on the pet that will aid in the proper placement homeless pets and offer the best help in owners reclaiming the lost and missing pets.
Admissions Technicians are the first responders when pets are brought to the shelter by Animal Control or through owner surrenders. They create pet profiles and records in great detail as the foundation for that's pets search in finding a live outcome.

QUALIFICATIONS / REQUIREMENTS

EDUCATION AND LICENSURE REQUIREMENTS

- High school diploma or equivalent
- Ability to communicate the English language effectively in oral and written form
- Bilingual in Spanish
- Basic computer knowledge required.

EXPERIENCE REQUIREMENTS

- Significant experience with basic customer service in a fast-paced, high-stress ever-changing environment. environment.
- Previous receptionist, customer service
- Basic knowledge of animal species, breeds, and characteristics.
- Basic knowledge of animal handling, health, nutrition, and humane care.

PERSONAL REQUIREMENTS

- Minimum of 18 years old.
- Genuinely enjoys working with animals and is able to deal with them even when stressed, ill or in pain.
- Can stay calm and efficient during a medical crisis.
- Is well-spoken and approaches his/her job duties in a mature nature.
- Can support and be a part of teamwork; works well with all levels of hospital team members.
- Must be flexible in attitude and work habits.
- Ability to work in an animal care facility where euthanasia is performed.
- Has excellent client communication skills
- **Physical Effort**: Work requires lifting, carrying and restraining animals (will be assisted by other staff members in lifting animals over 50 lbs). Walks or stands for extended periods or time; frequently works in a bent or squatting position.
- **Working conditions**: May be exposed to extreme weather conditions, unpleasant odors, noises and animal feces for extended periods of time. May be exposed to bites, scratches and contagious diseases.

PERFORMANCE EXPECTATIONS

- Can provide compassionate care to patients and clients.
- Can legibly keep accurate medical records in accordance shelter policy.
- Can prepare and maintain the intake area and treatment areas for the arrival of animals into the shelter.
- Can perform physical assessments and initial exams; record observations legibly in files or computer.
- Can effectively restrain pets even when large or difficult.
- Knows all common vaccines and vaccination protocols and accurately notate pet records accordingly to ensure proper revaccinations are completed.
- Maintains positive, cooperative relationships with other employees.
- Can create carefully detailed, and accurate descriptions of pets using proper species, breed, and color terminology.
- Inspect all animal enclosures throughout the day for security to the structure and to
- Ensure that animal waste is picked up immediately.
- Can take pet profile pictures and update them in a timely manner to assist other departments working to find live outcomes.
- May test and give vaccinations to all animals entering the facility according to shelter policy.
- Verify animal identification number matches documentation and ID collar prior to moving any animals.
- Can admit patients following shelter policy.
- Can assist owners reclaiming pets following shelter policy

Communication

- Can conduct oneself in a tactful, confident and professional manner even when situations are stressful and/or focused on individual tasks.
- Can deal intelligibly, pleasantly and efficiently, often doing several things at one time.
- Can outline surrendering terms in a positive light while supporting shelter policies.
- Can turn potential owner surrenders into fostering opportunities through communication.

Area Maintenance

- Understands the importance of a clean and orderly facility with a professional appearance and will not hesitate to clean or organize as part of a normal job duty.
- Maintain inventory and request orders of Admissions Office supplies as needed.

Organization/Time Management

- Can work consistently in the presence of other staff members, the general public and distractions.
- Understands and carries out oral and written directions.

Performs other duties as assigned.

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Signed Date