



Job Title: Canine Care Technician and Adoption Counselor

Responsible To: Canine Manager

Hours: Full-time or Part-Time, up to 40 hours, shifts vary, weekends/holidays required

Pay Rate: \$17.00 per hour

Summary of Duties and Responsibilities

As the face and voice of the ARLGP to the adopting public, Adoption Counselors/Care Technicians are responsible for fostering a spirit of goodwill and trust between the public and the shelter, delivering superior customer service, maintaining clean, humane and healthy living conditions for pets in the shelter, advocating for animals in our care and in the community, educating the public about Animal Refuge League of Greater Portland services, procedures and policies, as well as basic animal care and health and behavior counseling.

Primary Duties and Responsibilities

- Clean and sanitize dogs' living environment following strict protocols and procedures
- Clean and sanitize other work areas following strict protocols and procedures
- Feed and medicate the dogs according to specific dietary and medical needs
- Exercise dogs via yard time, walks, and games
- Under the direction of the Behavior and Training Team, execute behavior plans for specific dogs according to their individual needs
- Assist with veterinary handling as needed, including administering vaccinations and treatments
- Maintain accurate animal records
- Communicate with the public via email, phone calls, and in person
- Thoroughly and accurately counsel members of the public about adoptable dogs
- Process adoptions in an efficient and accurate manner
- Work respectfully alongside volunteers
- Manage potentially stressful situations in a calm and effective manner
- Handle the emotionally charged nature of our work with respect to yourself and others
- Maintain confidentiality when necessary

Education, Prior Work Experience, Physical Requirements

- Ability and desire to work with dogs of all sizes and temperaments
- Excellent communication skills and ability to manage multiple priorities in a fast-paced environment
- Be able to lift 50 pounds
- Able to access a non-handicapped accessible building several times per day as well as climb steep stairs unassisted
- Able to scoop, bend, twist, lift, squat and stand for long periods of time as part of normal job functions
- Possess a valid State of Maine driver's license

- Ability to find creative solutions to challenges
- Ability to work in a database and to type
- Outstanding customer service attitude
- A team-oriented approach to work, with an ability to bring out the best in peers
- Experience handling domestic animals preferred

Work Environment

Work is performed in an animal shelter. Potential for exposure to environmental factors such as temperature variations, high noise levels, zoonotic diseases, animal waste, hazardous chemicals or chemical materials requiring OSHA Material Safety Data Sheets, anesthetics, sharp objects, and potential hostile persons and/or dangerous and fractious animals.