Kennels Technician
POSITION DESCRIPTION

Position: Kennel Technician
Department: Kennels
Reports To: Supervisor of Animal Care

Position Type: Full-time
Status: Permanent
Wage/Benefits: per CBA

POSITION SUMMARY

As a key member of the Kennels team, the Kennel Technician is accountable to provide high-quality daily care for shelter animals and to ensure that the facility and equipment are safe, sanitary, and organized. In support of organizational and departmental goals, the Kennel Technician carries out duties to support population and individual animal health in accordance with RHS policies and procedures. Additionally, the individual in this role aids other operational areas as required (i.e, Animal Services, Adoptions, Veterinary Department, and Cremations).

PRIMARY RESPONSIBILITIES & ACCOUNTABILITIES

In accordance with RHS's objectives, philosophies, policies, and procedures, the Kennels Technician is responsible for the following:

1. Supporting organizational and departmental goals.
2. Demonstrating and positively contributing to a culture of teamwork, compassion, professionalism, and customer service.
3. Delivering animal care using proper handling techniques to support safety and animal wellbeing.
4. Cleaning and performing sanitation duties for the animal housing and care areas, and ensuring they are maintained in an organized, sanitary, and safe condition.
5. Feeding animals as per written or verbal directions.
6. Administering prescribed treatments to animals as directed.
7. Performing animal care duties including, but not limited to: grooming, exercising, and socialization.
8. Assisting with the delivery of environmental enrichment.
9. Ensuring all animals are appropriately cared for according to RHS standards and protocols.
10. Observing and accurately reporting animal health, behavior, and other pertinent information.

PRIMARY RESPONSIBILITIES & ACCOUNTABILITIES *(continued)*

11. Safely and efficiently moving animals to, from, and within animal housing areas and other locations.
12. Adhering to safety protocols, procedures, and expectations.
13. Participating in Occupations Health and Safety related initiatives.
14. Raising safety-related concerns immediately.
15. Stocking the animal housing and care areas.
16. Cleaning, disinfecting, and maintaining equipment and supplies, and following safe handling directions.
17. Assisting other areas and team members within the Veterinary and Kennels departments as needed.
18. Assisting Animal Services and Adoptions department team members as needed.
19. Assisting team members, new employees, and volunteers with training, learning, orientation processes, and other programs as needed.
20. Receiving, sorting, itemizing, and coordinating storage and use of donated items.
21. Adhering to biosafety and quarantine protocols.
22. Fostering and maintaining good working relationships with team members across the Organization, external stakeholders, and volunteers.
23. Participating in staff meetings.
24. Additional responsibilities as required.

QUALIFICATIONS

Education

- Grade 12 diploma or the equivalent.
- Knowledge and appreciation of the RHS, its role in the community, and animal welfare.
- Knowledge of common animal species.
- Knowledge of animal nutrition requirements is an asset.

Certifications/Licenses

- Not applicable.

Experience

- Minimum one (1) year experience working with animals.
- Experience working with a significant number of animals simultaneously is preferred.
- Experience working in a Veterinary clinic or animal shelter is desirable.

Skills

- Ability to effectively handle cats, dogs, rabbits, small caged pets, and birds safely and humanely.

- Communication
  - ~ Skilled communicator both orally and in writing (listens well, is clear and understandable);
  - ~ Uses correct grammar and spelling;

***Skills** (continued)*

- ~ Ensures documents and related details are recorded and input correctly.

- Collaborative Team Member
  - ~ Has an inclusive, inviting nature, and seeks input and alternative perspectives from others;
  - ~ Is a supporter of diversity, inclusion, and collaboration, and works effectively with team members to achieve goals.

- Interpersonal Acumen
  - ~ Is approachable, and can interact with a wide range of individuals, of all ages, with varying needs;
  - ~ Listens well and has a friendly demeanor;
  - ~ Demonstrates empathy, tact, diplomacy, and discretion;
  - ~ Mediates disputes and manages difficult situations and conflict calmly and professionally;
  - ~ Understands underlying behaviors and emotions and responds appropriately.

- Planning and Organization
  - ~ Follows direction well;
  - ~ Plans, prioritizes, and organizes work flow;
  - ~ Is highly organized and efficient with excellent time management skills.

- Focus on Detail and Quality
  - ~ Works with significant detail;
  - ~ Dedicated to efficiently achieving quality outcomes in work performed.

- Self-Motivation
  - ~ Is self-motivated, and can work with minimal direction;
  - ~ Is resourceful, takes initiative, and demonstrates a sound work ethic;
  - ~ Contributes to successful, value-added outcomes.

- Concern for Safety
  - ~ Follows all safety protocols and expectations when handling animals and operating equipment;
  - ~ Does not take any type of risk that would put self, others, or animals in harm's way.

- Flexibility and Stress Management
  - ~ Able to manage a high-volume work-flow;
  - ~ Capable of multi-tasking under stress-filled and unpredictable situations, and manage multiple priorities;

***Skills** (continued)*

- ~ Available for extended hours and public and televised events as required.
- ~ Problem-Solving
- ~ Resolves problems without delay;
- ~ Conceptualizes potential issues and their implications;
- ~ Has excellent judgement and reasoning;
- ~ Has the self-confidence to make independent decisions based information at hand;
- ~ Demonstrates skill in recognizing critical situations, and taking appropriate action.

- Technology Proficiencies
  - ~ Computer competence, including use of MS Office;
  - ~ Ability to learn internal systems, databases, and other technologies as required.

Values

Consistently demonstrates the values of the Regina Humane Society, including:

- **Leadership**
  - ~ Models the Organization's values;
  - ~ Demonstrates initiative and self-motivation;
  - ~ Accomplishes results;
  - ~ Works to contribute and continuously improve upon processes.

- **Professionalism**
  - ~ Acts as an ambassador for the RHS;
  - ~ Maintains confidentiality and privacy of information.

- **Compassion and Care**
  - ~ Committed to RHS's vision and mission for animals and people.

- **Integrity and Honesty**
  - ~ Open and honest in their approach to work;
  - ~ Reliable and trustworthy.

- **Teamwork**
  - ~ Works well and effectively collaborates with colleagues.

Working Conditions & Effort

- Work is performed in an office, animal shelter, and crematorium environment concurrently.
- Exposure to infectious fluids, materials, disinfectants, chemical cleaners, and dust.
- Exposure to severely injured, diseased, aggressive, unruly, and/or parasite-infected animals.
- Frequent exposure to deceased animals.

Working Conditions & Effort *(continued)*	▪ Safety-sensitive role assessing and working directly with animal behavioral issues, ensuring all safety protocols are followed (85% daily). ▪ Attends work related priorities (i.e. events, programs, or operational needs) outside of normal working hours (average once per month). ▪ Participates in public and televised events. ▪ Frequently lifting and carrying up to 22 kg (multiple times daily).
	▪ Ability to push heavy items with mechanical assistance (multiple times daily). ▪ Ability to remain standing and active (100% daily). ▪ Detailed work that requires significant attention, thought, and concentration (80% daily). ▪ Working in an environment that can be noisy, odorous, and physically and emotionally stressful (100% daily). ▪ Exposure to angry, emotional, overwhelmed, and potentially aggressive individuals (15% daily). ▪ Distractions and interruptions (40% daily). ▪ Exposure to computer hardware and peripherals (15% daily). ▪ Working both inside and outside in hot, cold, and other weather conditions. ▪ Uniform required while on duty.
Additional Notes	▪ Clear Criminal Record Check and Vulnerable Sector Check. ▪ Verification of education on file. ▪ Excellent work attendance and punctuality. ▪ Adherence to the RHS Code of Conduct and Ethics, including a signed agreement ▪ Adherence to the RHS Confidentiality Agreement, including a signed agreement.