

Elmbrook Humane Society, Inc.



Job Description

Title: Dog Care Technician

Reports to: Dog Care Manager

Exempt Status: Non-Exempt

Purpose of the Job

The Dog Care Technician is responsible for providing high-quality daily care, enrichment, and husbandry for dogs in the care of Elmbrook Humane Society (EBHS). This position supports the physical and behavioral well-being of shelter dogs through cleaning, feeding, monitoring health and behavior, exercise, enrichment, and training activities. The Dog Care Technician also assists with adoption counseling and community outreach efforts, helping to educate adopters and the public on responsible pet ownership and canine behavior. This role is committed to upholding the mission, vision, values, and policies of EBHS while treating every animal with compassion, respect, and dignity.

Job Responsibilities

- Provide high-quality daily care for shelter animals, including appropriate housing, feeding, cleaning, exercise, enrichment, socialization, and monitoring in accordance with EBHS policies and industry best practices.
- Assist the Dog Care Manager with the implementation and documentation of behavior modification and training plans.
- Conduct adoption and foster counseling, providing education and guidance to help ensure successful matches between animals and adopters or foster caregivers.
- Participate in dog playgroups and utilize playgroup observations to support behavior evaluations and enrichment planning.
- Monitor and support volunteers working with dogs to ensure safe animal handling practices and adherence to established protocols.
- Assist medical team by utilizing appropriate and fear free restraint for medical procedures.
- Accurately document animal behavior, training progress, enrichment activities, and other relevant information in shelter software and records.
- Maintain enrichment logs and ensure all dogs receive appropriate daily enrichment as outlined by departmental guidelines.
- Follow all departmental procedures, safety protocols, sanitation standards, and animal welfare guidelines.
- Create, update, and maintain adoption profiles, kennel cards, and marketing materials to accurately represent each dog's personality, needs, and adoptability.
- Embrace and promote force-free, Fear Free, LIMA, and science-based training and behavior practices when working with animals, staff, volunteers, adopters, and the public.
- Provide exceptional customer service and represent EBHS in a professional, positive, and compassionate manner.
- Represent the organization in a professional and courteous manner.
- All other duties as assigned.

Qualifications

- 18 years of age or older

- Valid Driver's License
- Demonstrated knowledge of dog handling and body language.
- Prior experience in customer service, animal care, or shelter operations is preferred.
- Strong communication, problem-solving, and interpersonal skills.
- Comfortable working with animals of various species, sizes, and temperaments.
- Able to work set schedule, which will include weekends.
- Computer literate and ability to operate office equipment.
- Passion for animal welfare and the mission of the organization.
- Capable of working in the below described environment.

Work Environment

The work is performed in a dynamic animal shelter environment that can be fast paced, emotionally demanding, and physically active. Employees may be exposed to a variety of wild and domestic animals, including those that are dangerous, diseased, frightened, and injured. Noise levels can be high, and there may be exposure to allergens, cleaning agents, strong odors, and potentially harmful chemicals and drugs. Physical activity is frequent and includes but is not limited to standing, walking, bending, operation of a motor vehicle, lifting up to 50 pounds, and handling animals of varying sizes and temperaments both indoors and outdoors in all weather conditions. The role involves frequent interaction with the public and requires the ability to remain calm and compassionate in emotionally charged situations.

Elmbrook Humane Society is an Equal Opportunity Employer.