

Elmbrook Humane Society, Inc.



Job Description

Title: Medical Care Technician

Reports to: Medical Care Manager

Exempt Status: Non-exempt

Purpose of the Job

To support the medical program by providing daily medical care to shelter animals, maintaining a clean and organized treatment environment, coordinating with internal teams, and promoting high-quality patient care through attention to detail, safety, compassion, and low-stress handling.

Job Responsibilities

- Provide proper care including housing, husbandry, exercise, and socialization according to EBHS policies and industry standards for EBHS animals.
- Perform, administer, and accurately record medical treatments.
- Perform intake and wellness exams.
- Administer vaccinations
- Maintain thorough medical records in the shelter database.
- Respond to emergency medical situations.
- Prepare lab samples and evaluate in-house lab work.
- Assist in the care and treatment of animals in foster for medical conditions/concerns.
- Respond to pre/post-adoption health inquiries.
- Follow enrichment guidelines to ensure that animals receive appropriate daily enrichment.
- Assist with maintaining accurate paper and electronic records.
- Maintain and follow all departmental procedures, protocols, and safety guidelines.
- Utilize force free, fear free, and science-based training methods when handling animals and educate coworkers, volunteers, and the public about these methods.
- Provide quality customer service.
- Assist with the proper disposal of medical waste.
- Unpack, label, and stock medical supplies.
- Represent the organization in a professional and courteous manner.
- Attend and participate in meetings, training programs, and continuing education.
- Follow safe handling procedures as they pertain to animals and cleaning agents.
- Support an environment that encourages communication and collaboration among all staff and volunteer positions and a culture that is service-orientated, relationship-based, and donor-centered.
- All other duties as assigned.

Qualifications

- 18 years of age or older
- Valid Driver's License.

- Formal Veterinary Assistant/Technician education, Applied Science degree, or equivalent work experience preferred. Comfortable working with animals of various species, sizes, and temperaments.
- Computer literate and ability to operate office equipment.
- Excellent oral, written and organizational skills with attention to detail.
- Able to work a set schedule, which will include evenings and weekends.
- Able to lift and carry animals, equipment, and supplies in excess of 50 pounds.
- Passion for issues relating to animal welfare.
- 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.