

ADMINISTRATIVE TECHNICIAN I

Public Works | Animal Shelter



JOB RESPONSIBILITIES

Terrebonne Parish Consolidated Government's Administrative Technician I is responsible for educating the public on shelter programs and animal-related laws, assisting with intake and outcome transactions, and coordinating various community support initiatives such as adoptions, fostering, spay/neuter, and lost/found services.

JOB OVERVIEW

PAY TYPE

Non-Exempt (Hourly)

SCHEDULE

Monday to Friday

Rotating weekends

May be required to work extra hours, including holidays, weekends, afterhours, etc.

SHIFT

8 a.m. to 5 p.m.

LOCATION

Animal Shelter Facility

REPORTS TO

Shelter Supervisor

PHYSICAL DEMANDS

Lift up to 50 lbs. (medium)

Roll carts and cages

Bend, kneel, stretch, and safely handle animals.

WORK ENVIRONMENT

Frequent interactions with members of the public.

Indoors and outdoors in varying climates and conditions, including exposure to noise, chemicals, disease, and odors.

EQUIPMENT USED

Pickup truck, control pole, cat tongs, bite stick, gloves (PPE), small tools, chemical sprayer, industrial washer/dryer, autoclave, scale, syringe pole.

EMERGENCY EVENTS

Required to work during emergency events.

REQUIREMENTS

Valid Louisiana driver's license
Knowledge of Canine Behavior Assessments

In this role, the incumbent is expected to handle intake requests, provide counseling and resources, schedule appointments, and use shelter software to manage cases.

The Administrative Technician I also participates in public outreach, coordinates off-site adoption events, and provides direct care for animals, including feeding, medication, and facility cleaning.

This position requires a compassionate individual who can work with a variety of animals in a fast-paced, emotionally demanding environment.

JOB DUTIES

- Educate citizens about Animal Shelter programs (e.g., community cat program, low-cost spay/neuter, adoption, fostering, and licensing) and animal-related laws.
- Schedule and complete intake transactions for owner surrenders, stray animals, injured or ill animals, and euthanasia requests.
- Assist with adoption transactions by receiving applications, matchmaking pets with adopters, processing applications, handling payments, and issuing receipts.
- Counsel and provide supplies to foster parents, ensuring they understand the pet's needs.
- Assist owners in redeeming their lost pets, providing care instructions, and issuing citations when necessary.
- Guide citizens through the Community Cat release program, including post-operative care instructions.
- Assist citizens with searching for lost pets and cross-check lost/found reports for potential reunifications.
- Respond to inquiries via phone, email, and in-person, using de-escalation tactics when necessary.
- Counsel citizens on rehoming options, supplies, and training resources.
- Use animal sheltering software to complete daily shelter processes and transactions.
- Collect payments for adoption, redemption, citations, donations, and other services.
- Manage and assist with the shelter's social media pages by creating, scheduling, and editing posts.
- Coordinate and promote off-site adoption events to increase community involvement and adoptions.
- Schedule spay/neuter appointments and ensure all paperwork and payments are processed correctly.
- Take and dispatch emergency and non-emergency service requests for Animal Control Officers, ensuring timely response and case creation in software.

JOB DUTIES CONTINUED

- Provide orientation and track volunteer activities to ensure their involvement and effectiveness in shelter operations.
- Participate in staff meetings, take meeting minutes, and discuss current events, policies, and training.
- Participate in semi-weekly animal inventory rounds to discuss pathway planning and animal needs.
- Compile documentation for spay/neuter events and volunteer activities.
- Assist with payroll processing and personnel documentation when needed.
- Sort and stock in-kind donations to support shelter needs.
- Provide animal care by feeding, watering, administering medications, and ensuring proper sanitation of animal housing areas.
- Assist with routine facility cleaning, including sweeping, mopping, and disinfecting floors and cages.
- Facilitate community outreach events, such as vaccine, microchip, and spay/neuter clinics.
- Assist with disaster and emergency preparedness efforts, including hurricane response.
- Assist with the intake process for neonatal animals and provide care as needed.
- Transport animals to other facilities or locations as needed (e.g., airports or animal rescues).
- Participate in quarterly One-on-One meetings with Supervisor.
- Complete all required annual trainings—including ethics, harassment prevention, diversity, and cybersecurity—in accordance with organizational and regulatory standards.
- Ensure all duties and responsibilities are performed with integrity, professionalism, and in good faith, consistently upholding and protecting the interests, reputation, and assets of the Parish government.
- Perform any additional task as required by Supervisor.

SKILLS AND QUALIFICATIONS

- **Leadership Skills:** Ability to take initiative and handle tasks independently while ensuring high standards of care and customer service are maintained.
- **Time Management:** Efficiently prioritize and manage multiple tasks, ensuring timely completion of daily responsibilities while balancing urgent needs in a fast-paced environment.
- **Analytical Skills:** Ability to assess animal behavior, health conditions, and medical treatments, evaluate shelter processes, and solve problems related to intake, adoption, and animal care.
- **Communication Skills:** Strong verbal and written communication to clearly interact with team members, veterinarians, the public, and potential adopters while documenting accurate records.
- **Organizational Skills:** Ability to maintain systematic records, track inventory, manage animal care schedules, and ensure shelter processes run smoothly and efficiently.
- **Technical Skills:** Proficient in using shelter management software, social media platforms, office equipment, and other technologies essential for shelter operations and performing basic diagnostic tests and procedures under supervision.
- **Qualifications:**
 - High School Diploma or GED certificate required.
 - Experience handling animals with no fear.

