



Animal Shelter Assistant

Summary

Perform field and office work to administer the City's animal licensing program, including issuing licenses and collecting and accounting for fees; responsible for the front office.

Class Characteristics

General supervision is provided by the Animal Services Manager; responsibilities may include the indirect supervision of support staff.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Duties:

Maintenance of front office; assist the public with animal intakes, redemptions, and adoptions.

Collection of fees and the issuance of licenses to animal owners, either at his/her residence or at the Animal Shelter.

Balance and prepare deposits for revenue collected in the field and in the office and maintain related records.

Remain current on the rules and regulations governing the licensing process.

Communicate with other agencies to provide or obtain current animal licensing information.

Answer incoming calls and return calls.

Assist with the supervision and training of volunteers.

Perform related duties as assigned.

Skills/Abilities:

Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.

Write routine reports and correspondence.

Ability to speak effectively before groups of customers or employees of organization.

Learn the descriptive and distinguishing characteristics of different breeds of dogs and cats.

Read and follow written and oral instructions and complete necessary forms.

Perform basic math skills: measurements and percentages.

Communicate effectively both verbally and in writing.

Establish and maintain effective relationships with those contacted in the course of the work.

Physical Demands and Work Environment:

Position requires extended periods of sitting, standing, walking, reaching, twisting, and turning, kneeling, bending, squatting, and stooping in the performance of daily activities. This position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data, using a computer keyboard. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Hearing is required when providing phone and counter service. The incumbent is frequently around animals that are agitated or injured and may attempt to bite or scratch.

Qualifications

Knowledge of:

Proper handling and caring of animals to perform the work in a humane manner.

Record keeping, report preparation, and filing methods.

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

Standard business arithmetic.

Education and Experience

Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way of gaining such knowledge and abilities would be:

Education:

Equivalent to graduation from high school.

Experience:

One year of general clerical experience including public contact experience that involved the interpretation and application of rules and regulations. Experience handling animals is desirable.

Certifications/Licenses:

Possession of a valid California Class C driver's license.

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