

**CLASS SPECIFICATION
Animal Services Assistant**

GENERAL PURPOSE

Under general supervision, provides first-line animal services contact with the public, in person and by telephone; provides general information and assistance; performs a wide range of clerical and office support functions, including word processing and filing, receiving fee payments and handling a variety of animals as needed; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

Animal Services Assistant is an entry-level, clerical and office support class in Animal Services. Incumbents are responsible for providing front-line customer-service and information to the public on animal services policies and procedures, as well as performing clerical and office support duties in support of department operations.

Animal Services Assistant is distinguished from other clerical and administrative support functions in that the former class requires basic knowledge of animal services functions and operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Provides quality customer service at a public counter and by telephone; answers, screens and routes telephone calls; takes and distributes messages; greets and directs visitors to the appropriate staff member; receives and processes citizen complaints and requests for service or refers citizens to other appropriate service providers; explains laws, ordinances and regulations pertaining to animal control and animal service issues.
2. Using word processing software, types, revises, prints and distributes routine correspondence, reports and other documents; compiles data and prepares a variety of operating and statistical reports.
3. Creates, maintains and updates databases, logs, files, records and reports for department use; enters and revises data in databases and generates reports; ensures data accuracy; records pertinent information on animals and maintains records and files of their disposition; processes incoming animals, adoptions and redemptions.
4. Performs cashiering duties and receives, balances and deposits daily fee revenues; quotes animal services fees to citizens; prepares and processes accounts payable and receivable; prepares daily deposits.

OTHER DUTIES

1. Orders and keeps inventory of division office supplies and forms.

2. Schedules and coordinates meetings in accordance with instructions; communicates with other departments and staff as needed.
3. Acts as primary backup for the division field dispatcher.

QUALIFICATIONS

Knowledge of:

1. Laws, ordinances and regulations pertaining to animal control and animal services.
2. Various breeds of dogs and cats.
3. Operation and use of the division's Chameleon animal management system.
4. Operation of a computer and other standard office equipment.
5. Basic office management practices and procedures.
6. Correct English usage, including spelling, grammar and punctuation.
7. Uses of word processing, spreadsheet, database and other standard software to create routine documents and materials.
8. Basic data gathering techniques, methods and procedures.

Ability to:

1. Handle animals in a humane manner when required.
2. Learn City and division organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.
3. Learn and apply City and division policies and procedures regarding the maintenance of public records.
4. Operate a computer, word processing and spreadsheet software and other standard office equipment.
5. Type accurately at a speed necessary to meet the requirements of the position.
6. Interpret, apply, explain and reach sound decisions in accordance with regulations, policies and procedures.
7. Organize and maintain basic files and records.
8. Compose basic correspondence and prepare documents from brief instructions.
9. Communicate clearly and effectively, both orally and in writing.
10. Understand and follow written and oral instructions.
11. Prepare clear, accurate and concise records and reports.

12. Use a high degree of tact, diplomacy and discretion in dealing with sensitive situations and concerned citizens.
13. Establish and maintain highly effective working relationships with City management, staff, the public and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent, and one year of one year of office administrative or clerical experience; or an equivalent combination of training and experience. An incumbent must be willing to handle animals in the course of employment.

Licenses; Certificates; Special Requirements:

Current, valid PC832 certification or the ability to obtain certification within six months of employment.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this job, an employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve routine office administrative problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with City management, staff, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work at a front desk or public counter, and the noise level may occasionally be loud.