

CITY OF SALINAS

ANIMAL SERVICES OFFICE ASSISTANT

BARGAINING UNIT/CLASS CODE:

SMEA / O28

DEFINITION

Under general supervision, performs a wide variety of general office duties in the Salinas Animal Shelter, including providing information to the public on policies and procedures, assisting in the return to owner and adoption programs, issuing animal licenses and collecting fees, and maintaining records and files.

DISTINGUISHING CHARACTERISTICS

Incumbents must be willing to patiently handle animals that may be frightened, fractious and/or injured in addition to performing a full range of responsible office clerical duties. Positions in this class work under immediate supervision while learning to perform the full range of duties.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Animal Services Manager and direct supervision from the Animal Services Supervisor. May exercise functional supervision over volunteers or temporary personnel.

ESSENTIAL JOB FUNCTIONS OF THE POSITION Duties may include, but are not limited to the following:

Serve as an office assistant to the Animal Shelter to ensure that work is handled on a priority basis and completed in a timely manner. Act as a reception; screen calls and visitors, and refer inquires as appropriate; respond to complaints and request for information on regulations, procedures and policies relating to the operations of the Animal Shelter. Counsel/educate the public on the adoption of animals on a daily basis; insure appropriate matches for adoptions. Collect license, adoption and boarding fees and other related impound fees. Assist in educating the public on animal issues. Perform accounting support functions such as receiving and recording fees; preparing statistics, and deposit slips. Prepare correspondence and reports in conformance with departmental and City policies; assist in preparing written notification to owners on impounded animals. Enter data into computer, print reports and verify accuracy of data with regarding to animal tracking. Maintain lost and found records. Participate in satellite adoptions. Coordinate with rescue groups and humane organizations. Maintain request for breed records. Maintain petty cash fund. Provide coordination of verbal directions and written information on the care and spay/neutering of adopted animals. Receive, sort and distribute incoming and outgoing correspondence. Maintain logs and revenue records; complete basic reporting and requesting forms such as purchase orders and requisitions. Prepare and type various monthly, quarterly and annual reports. Maintain files and records for the animal shelter. Maintain office materials and supplies; run necessary errands as required. Operate a variety of standard office equipment including typewriter, copier, personal computer, printer, calculator, and word processing equipment. Provide indirect supervision to lower level clerical positions as assigned. May assist with animal care duties as assigned. Promote and maintain safety in the work place. Perform related duties as assigned.

PHYSICAL AND MENTAL CHARACTERISTICS

Physical, mental and emotional stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to write, use telephone, business machines and related equipment; vision sufficient to read printed materials; hearing sufficient to conduct in person and telephone conversations; speaking ability in an understandable voice with sufficient volume to be heard in a normal conversational distance, on the telephone and in addressing groups; physical agility to push/pull, squat, twist, turn, bend, stoop and reach overhead; no severe allergic reactions to animals; physical mobility sufficient to move about the work environment, physical strength to lift up to 20 lbs, occasionally up to 40 pounds; physical stamina sufficient to sit and stand at the counter for

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prolonged periods of time; mental acuity to collect and interpret data, evaluate, reason, define problems, establish facts, draw valid conclusions, make valid judgments and decisions.

WORKING CONDITIONS

Business office working environment within an animal kennel subject to sitting at a desk or standing at a counter for long periods of time, bending, crouching, or kneeling at files, pushing/pulling of file drawers and supplies, reaching in all directions and prolonged periods of time working at a computer terminal. Occasional direct contact with animals, and emotional pet owners.

QUALIFICATIONS

Knowledge of:

Animal breeds, nutrition, general care, and handling. Laws, ordinances, rules and regulations governing the impounding, releasing or euthanasia of animals. Safety principles, practices and procedures associated with animal handling. English usage, spelling, grammar and punctuation. Modern office methods, procedures and equipment, including word processing equipment. Filing and record keeping systems. Computer Usage.

Ability to:

Understand the organization and operations of the City and of outside agencies as necessary to assume assigned responsibilities. Work with and handle animals; willingness to learn and gain handling experience. Exercise good judgment while working under pressure. Communicate clearly and concisely, orally and in writing. Work independently with little supervision and exercise initiative and sound judgment. Apply operating rules and procedures of the Animal Shelter. Establish and maintain financial records; make simple mathematical computations. Work cooperatively with others. Assist the public in a polite and tactful manner. Maintain records, monitor financial accounts and analyze data. Compile and maintain complex and extensive records and files. Understand and carry out oral and written directions. Apply good judgment in recognizing scope of authority and in referring problems to others. Work irregular hours, holidays and weekends. Lift 50 pounds from ground to waist. Promote the mission, values and standards of an effective public organization, particularly in the area of customer service.

License or Certificate:

Possession of a valid California Class "C" Driver's License.

Education and Experience:

An example of the education and experience which most likely demonstrates the skills, knowledge and abilities required to perform the duties should be any combination equivalent to completion of high school/GED and three years of increasing responsible clerical and customer service experience.

Reviewed _____
Department Director

Approved _____
Human Resources Officer

Approval Date _____

ORIG: 4-99, REV: 2-07