

CITY of AZTEC JOB DESCRIPTION

Job Title: Animal Support Service Tech
Department: Animal Shelter
Shift: 40 hours per week Monday-Friday
Pay Plan: GRD 8.2 \$14.26/hr
Exempt: No
Reports To: Animal Shelter Director
General Direction From: Animal Shelter Director
Position Closes: **Open Until Filled**

PURPOSE & NATURE OF JOB

Under the general direction of the Director this position answers phones and assists internal and external customers in any way possible while maintaining a professional, courteous and caring attitude; greets visitors and gives direction and information. This position will work cooperatively and in conjunction with shelter volunteers and local law enforcement personnel. Performs a variety of routine and non-routine clerical duties.

ESSENTIAL DUTIES

- Answers incoming calls and routes callers, dispatch officers, provides information as required and takes messages.
- Schedules appointments for surgeries, adoptions and surrenders.
- Will process all animals that come in to the shelter, photos, weights, transferring feral cats to a feral box, and administers vaccines to healthy animals.
- Walk dogs and help clean kennels in intake, isolation and surgery.
- Types, edits and copies correspondence, reports, inputs data to standard office and department forms. Maintains filing systems.
- Record all hours for Community Service & report hours to responsible agency.
- Completes intake sheets, adoption and return to owner paperwork, keep records in the lost and found book accurately and legible.
- Make sure correct fees are being charged, make correct change or enter Credit Card information correctly.
- Contact with animals will occur on daily basis.

RESPONSIBILITIES

Supervision: N/A
Public Contact: Recurring routine contacts with public and/or workers in other departments.

Budget: N/A

Other: Responsible for keeping reception area clean, including mopping up urine and picking up feces. Keeping area disinfected to help prevent the spread of disease.

GENERAL INFORMATION

The duties/responsibilities listed 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 the position.

MINIMUM JOB QUALIFICATIONS / REQUIREMENTS

- Must be able to pass a pre-employment physical and drug screen.
- Must have a valid driver's license.
- May be subject to random drug/alcohol testing as per city policy.

Education: High School Diploma or G.E.D.

Experience: One year Secretarial/Clerical/Customer Service experience preferred.

Knowledge: Working knowledge of computers. Knowledge of different animal breeds required.

Certificates/Licenses: N/A

Recertification: N/A

Use of Tools and/or Equipment: Computers, copier/fax/scanner, telephone, 10-key calculator, two way radio

WORK ENVIRONMENT

Physical Demands: Effort is minimal and is exerted only for short periods. Involves lifting of animals, objects and working materials. Will involve pushing, pulling, reaching, bending. Required normal hearing and visual activity.

Hazards: Hazards can include bites and or scratches from both domestic and non-domestic animals, as this position is the first point of contact with incoming public and their animals.

Exposures: The smells in this work environment are not the normal office environment.