

CITY OF SALINAS

ANIMAL SERVICES AIDE

BARGAINING UNIT/CLASS CODE:

Temporary / S60

DEFINITION

Under direct supervision, performs a wide variety of general office duties in the Salinas Animal Shelter, including providing information to the public on policies and procedures.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Animal Services Manager and direct supervision from the Animal Services Supervisor. May receive functional or technical supervision from full-time staff at the Animal Shelter.

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

Act as a receptionist; screen calls and visitors, and refer inquires as appropriate; refer or respond to complaints, or requests for information. Collect license, adoption and boarding fees and other related impound fees. Assist in educating the public on animal issues. Enter data into computer, print reports and verify accuracy of data with regard to animal tracking. Maintain lost and found records. May participate in adoptions. Operates a variety of standard office equipment including typewriters, copiers, personal computers, printers, calculators and word processing equipment. 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 use hand tools, write, use telephone, equipment; vision sufficient to read printed materials; hearing sufficient to conduct in person and telephone and be heard and clearly understood in conversations; speaking ability in an understandable voice with sufficient volume to be heard in a normal conversational distance, on the telephone and on a two-way radio; physical agility to maneuver animals weighing up to 50 pounds several times a day, push/pull, squat, twist, turn, bend, stoop and reach overhead to attend to animals, pushing/pulling of animal cages and equipment and supplies, reaching in all directions and prolonged periods of time; no severe allergic reactions to animals; and physical mobility sufficient to stand, walk on wet and uneven surfaces, and/or run in pursuit of animals on uneven surfaces, physical strength to lift up to 50 lbs several times per day; physical stamina sufficient to stand and walk for 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

Working environment includes daily contact with various types of animals, exposure to animal wastes, animal bites and various cleaning and disinfecting chemicals. Work under adverse conditions such as heat, cold, rain; work scheduled and emergency overtime, as needed; report for duty in an emergency. Physical mobility sufficient to move about the work environment and in the field.

QUALIFICATIONS

Knowledge of:

Animal breeds, nutrition, general care, and handling. Safety principals, 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.

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Ability to:

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. Apply operating rules and procedures of the Animal Shelter. Maintain cooperative working relationships with others. Assist the public in a polite and tactful manner. Understand and carry out oral and written directions. Work irregular hours, holidays and weekends. Promote the mission, values and standards of an effective public organization, particularly in the area of customer service.

Education and Experience:

An example of the education and experience which most likely demonstrates the skills, knowledge and abilities required to perform the duties would be any combination equivalent to completion of the 12th grade and one (1) year of clerical experience with customer service responsibilities.

Reviewed _____
Department Director

Approved _____
Human Resources Officer

Approval Date _____

ORIG: 5-03, REV: 12-06