

Animal Shelter Attendant



Department: Animal Control

GENERAL STATEMENT OF JOB

Under general supervision, performs clerical work in the operation of the County animal shelter. Work involves performing a variety of clerical and janitorial tasks in the daily operation of the animal shelter. Employee is responsible for maintaining the animal shelter in a clean and safe condition, feeding, handling, and providing custodial care to animals in the shelter. Assists the general public and animal rescue groups in claiming and adopting animals. Employee is responsible for preparing and maintaining various records pertaining to animal identification, adoption, reclamation by owners, adoption by rescue groups or euthanization. Employee must exercise tact and courtesy in frequent contact with the general public. Employee is subject to the usual hazards involved in and around the operation of an open admission animal shelter and use of sanitation/euthanasia equipment. Reports to the Animal Control Director.

SPECIFIC DUTIES AND RESPONSIBILITIES

- Answers telephones and email to provide information to the public based on animal control/ animal shelter operations.
- Assists public with owner surrender and stray animals brought to the animal shelter for surrender.
- Collects adoption, redemption, boarding, vaccination, and citation fees, and maintains appropriate ownership documentation.
- Collects donation monies and other animal related items. Maintains appropriate donation records.
- Cleans and maintains animal control office and animal confinement areas; feeds and waters confined animals; cleans and disinfects kennels and/or cages to provide a suitable and safe environment for the animals. Works to minimize cross contamination; makes routine inspections of all animals and their kennels/cages for their health and welfare.
- Utilizes all available personal protective equipment (PPE) properly to insure employee safety.
- Assists in placing animals into kennels according to size, sex, needs, and circumstances involved in animal pick-ups.
- Works to advertise stray and adoptable animals using social media or other types of advertisement methods.
- Assists interested parties in claiming, or adopting animals and processing required paperwork.
- Performs and/or assists in euthanasia of animals after receiving proper training/certifications.
- Administers rabies and other vaccinations to animals in compliance with North Carolina laws.

- Maintains communication with various non-profit animal rescue groups/agencies to assist with adoption of animals.
- Purchases supplies, food, medicine, and other related items utilized in the shelter operations and maintains inventory of these supplies.
- Utilizes County vehicles for various tasks, including but not limited to, hauling off trash, picking up various office/janitorial/animal related supplies.
- Dispatches Animal Control Officers when calls for services are received.
- Promotes spay and neuter programs.
- Performs other related work as required.

REQUIRED EDUCATION AND EXPERIENCE

High School Diploma or GED with 0-1 year of vocational education in the area of animal control or shelter operations preferred; or any equivalent combination of training and experience which provides the required skills, knowledge and abilities.

Licenses and Certificates:

- Must have and maintain a valid driver's license.
- Certified Euthanasia Technician

KNOWLEDGE, SKILLS, AND ABILITIES

The following generally describes the knowledge and abilities required to perform the job or which must be learned within a short period of time to successfully perform the assigned duties.

- General knowledge of animal control/animal shelter operations and animal related laws.
- General knowledge of the geographic layout of the county.
- General knowledge of safety practices concerning the handling of animals.
- Ability to use and care for equipment used in the shelter operations and common grounds maintenance.
- Ability to communicate effectively orally and in writing.
- Ability to utilize common office machines, including Animal Control related computer programs, word processing, spreadsheet, and other related programs.
- Ability to prepare and maintain records of daily activities.
- Ability to exercise tact, courtesy, and firmness in frequent contact with animal owners and the general public.
- Ability to perform manual labor associated with assigned responsibilities and to maintain readiness to work on a 24-hour call-in basis.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

- Must be able to operate a variety of equipment including computers, copiers, hand tools, animal restraints, and pressure washing equipment, etc. Must be able to exert up to 100 pounds of force occasionally, up to 50 pounds of force frequently, and/or up to 25 pounds of force constantly to lift, carry, push, pull or otherwise move objects. Physical demands are those for Heavy Work. Work involves sitting, walking, standing, and running.
- Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar or divergent from obvious standards) of data, people, or things.
- Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving instructions, assignments, or directions from superiors.
- Requires the ability to read reports, forms, receipts, logs, purchase orders, citations etc. Requires the ability to prepare reports, forms, etc., using prescribed formats. Requires the ability to speak to people with poise, voice control and confidence.
- Requires the ability to apply common sense understanding to carry instructions furnished in written, oral, or diagrammatic form; to deal with problems involving several concrete variables in or from standardized situations.
- Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in standard English.
- Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide and utilize decimals and percentages.
- Requires the ability to inspect items for proper length, width, and condition.
- Requires the ability to coordinate hands and eyes rapidly and accurately in using a variety of office and animal control equipment, control knobs, switches; must be able to operate a motor vehicle.
- Requires the ability to handle a variety of items such as office equipment. Must have minimal levels of eye/hand/foot coordination.
- Requires the ability to differentiate between colors and shades of colors.
- Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.
- Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone and or two-way radio.

SPECIAL REQUIREMENTS

- Must be willing to participate in any training/certification course deemed necessary, which may require out of county travel and overnight stays.
- Must be willing to work weekends and holidays.

FLSA Status: Non-Exempt

Disclaimer

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The County of Ashe reserves the right to assign or otherwise modify the duties assigned to this classification.

Equal Opportunity and ADA Employer Statement

The County of Ashe is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, genetic information, veteran status, or any other status protected by law. The County complies with the Americans with Disabilities Act (ADA) and will provide reasonable accommodations to qualified individuals with disabilities upon request.