

## **ANIMAL SERVICES REPRESENTATIVE**

### **MAJOR FUNCTION**

This is a skilled front line position whose function is to provide all aspects of customer service in the Animal Services department. Responsibilities include reception, administrative duties, financial collection, animal handling, competency in Animal Control laws and ordinances, and a broad comprehension of animal related affairs.

### **ESSENTIAL FUNCTIONS**

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the work load.

- Responds to customer needs, questions, and complaints in person, in writing, or by telephone.
- Provides customer service to the general public coming in to adopt, reclaim, search for lost pets, purchase microchips and licenses for pets.
- Assist technicians, customers, and officers with research related to animal ownership.
- Ensures compliance with animal regulatory services and local and state animal laws.
- Trains technicians, animal control officers, new employees, and volunteers in tasks related to front counter customer service.
- Use the computer database to process all paper work for adoptions, redemptions, spay/neuter surgery, licensing, and compliance with animal control laws.
- Set appointments for the Neuter Commuter and public surgery schedule.
- Prepare monthly statistic data for management.
- Maintains routine records and reports related to animal release, identification, redemption, and adoption, as well as drug logs.
- Preparation of paperwork regarding the impoundment of incoming animals.
- Handling of domestic and exotic animals.
- Provide clerical support to management team.
- Observes and ensures the completion of tasks performed by technicians, officers, community service workers, and volunteers as assigned by supervisor.
- Required to report to work to provide support, coordination, and completion of duties as detailed by the Florida Division of Emergency Management ESF17 in the event of a disaster, severe weather threat, or other declared emergency.
- Required to report to work at the appointed hour, as scheduled, and to work the entire

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assigned schedule.

### **SECONDARY DUTIES**

Occasionally will assist technicians with cleaning animal cages and to meet demands of the department.

Will be required to work extended hours as needed without prior notice to aid in animal rescue or seizure efforts.

May be required to appear in court for animal related cases.

Performs other duties as assigned.

### **CUSTOMER SERVICE**

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person, by mail, and by telephone contact.

### **SUPERVISION**

This position has no supervisory responsibility.

### **EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS**

#### **Education and Experience**

High school diploma or general education degree (GED); and two years experience in general office, reception, and direct customer service; computer-based billing; data entry of new accounts and payments; cash drawer and cash balancing; problem solving and handling customer complaints; or an equivalent combination of education and experience. Animal Control, animal sheltering, or veterinarian clinic experience strongly preferred.

#### **Licenses**

Valid Florida Driver License.

### **JOB SKILLS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

#### **Language Skills**

- Ability to read, analyze and interpret financial reports.

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- Ability to respond to common inquiries or complaints from customers or members of the business community.

### **Mathematical Skills**

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percentages and to draw and interpret bar graphs.
- Ability to figure discounts, interest, proportions and percentages.
- Ability to interpret complex and detailed financial data. Study manual work process to determine most effective methods for essential tasks.

### **Problem Solving Abilities**

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Can explain records, procedures to others as lead worker.
- Requires judgment regarding use of equipment, tools or material.

### **Specialized Skills and Abilities**

- Knowledge of business English and ability to spell correctly.
- Ability to enter and retrieve information on the computer.
- Skilled in communicating tactfully and courteously with members of the public.
- Knowledgeable in basic obedience pet training, standard vaccination schedules and common pet behavioral issues and skill to intellectually convey this knowledge to the public.
- Ability to identify breeds of dog and cats, and proper names of colors and patterns.
- Knowledge of office practices and procedures.
- Ability to cross train for other tasks.

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- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

**Machines and Equipment**

This employee will be required to operate a computer, calculator, telephone, fax machine, copy machine, folding and postage machine, and other general office equipment in the completion of the tasks of the position.

**PHYSICAL DEMANDS**

While performing the duties of this job, the employee will frequently be required to stand, walk, sit, use hands to finger, handle or feel, talk or hear, and will occasionally be asked to lift up to 50 pounds. Vision requirements are close, distance, color, and peripheral vision, and the ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will occasionally be exposed to moving mechanical parts, may be exposed to outdoor weather conditions. The typical noise level is moderate.

Established: 3/2008	Category: 6
Pay grade: 7	Status: NE
Job Description Number: 6023	Revised 09/2011