

ANIMAL SERVICES REPRESENTATIVE

Job Code	Pay Grade
20044	CL8

Nature of Work

This is moderately complex work providing clerical support, customer service, and animal care at a large animal control shelter operation. In addition to all duties and responsibilities of an Animal Care Assistant, employees perform a variety of duties involving animal care, customer service and specialized duties. An employee in this class is responsible for evaluating situations and inquiries in order to provide the most useful and appropriate information; explaining in general terms the procedures and functions of the various county and other governmental agencies; helping and assisting others, and taking appropriate action, or making proper referrals. Emphasis is placed upon exhibiting extreme tact and courtesy in handling customers and judgment is required in making frequent decisions. Decisions concerning departures from standard situations, practices and procedures may be referred to others for action. Instructions regarding work assignments, priorities and the application of office policies and procedures are generally provided by more senior staff; however, an employee in this class is expected to perform routine and standard everyday work assignments with basic guidance, exercising initiative and judgment based upon experience. An incumbent may continue to perform Animal Services Representative functions for an indefinite time or non-competitively advance to Animal Control Officer 1 at the discretion of the appointing authority.

Minimum Qualification Requirements

- 3 months of animal care/training experience or coursework in veterinary technology; or
- 2 years of office support experience dealing with administrative matters, customer accounts, and experience in the use of computers and general office equipment within the veterinary field ; or
- Associate's degree, trade school, or vocational training degree, diploma, or certificate that includes training or experience as described above; or
- An equivalent combination of education, training, and/or experience

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any,
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Physical strength and agility to lift heavy animals, equipment and supplies.
- Applicant must secure State Euthanasia; or equivalent credentials recognized by the Florida Animal Control Association within 6 months of hire.
- Exposure to personal risk during assignments causing periodic contact with hostile or diseased animals.
- May be required to keyboard up to 35 wpm depending on area of assignment.
- Candidate to demonstrate more advanced proficiency, competency, and satisfactory completion of regularly assigned work in an independent manner. Appointing Authority retains discretion to employ an incumbent at this level or advance the incumbent non-competitively or competitively, after a candidate meets the minimum qualifications to an in-line career ladder position within the same organization or department.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Assists Veterinary Technicians to constrain animals, prepares animals for surgery, and performs post surgery examination.
- Assists with euthanasia and cremation process.
- Feeds and waters animals according to established schedules; cleans and disinfects cages, pens and walking yards.
- Responds to in-person or telephone requests for information concerning lost animals, admission of strays or unwanted animals, and licensing laws.

ANIMAL SERVICES REPRESENTATIVE (continued)

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Illustrative Tasks (continued)

- May perform custodial and housekeeping tasks, preventative maintenance and equipment repair.
- Medicates and inoculate animals admitted to kennel.
- Confers, counsels and educates customers on various pet breeds, dog and cat characteristics, and county adoption policies and procedures.
- Provides information, assistance and services to the general public, employees, and others including residents interested in adopting, finding a lost pet, renewing their license, or seeking assistance offered by other programs in the department such as public nuisance complaints.
- Completes animal adoption transactions, animal transfer transactions, and animal reclaims.
- Resolves problems that arise in the course of the transaction.
- Produces business correspondence, reports, and documents.
- Manages customer inquiries and complaints and elevates to manager on duty as appropriate.
- Performs routine cashier, billing, receipt, clerical and filing duties.
- Checks for licensing and inoculation of animals admitted to kennel; records animal history, weight, food intake, and license tags, microchips, or vaccination/license tags.
- Inspects animals for signs of illness and/or injuries and reports health problems.
- Receives and maintains materials, records and supplies and assists in checking materials against invoices or orders.
- Keeps appointment calendars and schedules appointments for shelter services.
- Assists higher level staff in performance of a wide range of activities.
- Performs related work as assigned or required.

Knowledge, Skills and Abilities

- Knowledge of business English, spelling and punctuation.
- Knowledge of standard office practices, procedures and equipment.
- Knowledge of safe handling of animals and ensures that they, colleagues, visitors, and other animals remain safe.
- Knowledge of the principles and practices of cashier functions.
- Knowledge of basic animal control procedures and techniques for the care and handling of animals.
- Knowledge and skills to restrain, handle, and care for animals in a humane manner.
- Ability to perform computer data entry and work processing functions.
- Ability to understand and carry out basic and written instructions and keep records.
- Ability to compose and prepare routine communications.
- Ability to make arithmetical computations with speed and accuracy.
- Ability to work various shifts, including weekends.
- Ability to acquire knowledge of department regulations and to apply same to work situations.
- Ability to understand oral and written instructions.
- Ability to quickly react and/or assist in an emergency/crisis situation.

For official use only

Revised	EEOC Code	Overtime Code
1/16	Para-Professionals	Classified