



Clerical Assistant/ Kennel Assistant

Department: Public Safety

SUMMARY: Performs a broad range of clerical and reception tasks and duties. Assists customers with adoptions, return to owner process, and obtaining licenses and permits. Performs some basic animal care related duties involving cleaning and maintaining the kennel area, feeding animals and administering medication as needed.

ESSENTIAL FUNCTIONS: *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. Factors such as regular attendance at the job are not routinely listed in job descriptions, but are an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

Type, assemble and proofread a variety of reports, letters, memos and other materials.

Maintain petty cash fund; accept payment of fees and donations; balance and complete all accounting forms.

Maintain file systems.

Process various documents and paperwork; make copies as appropriate; deliver files and paperwork to correct destination.

Sort and file materials alphabetically and numerically and by other predetermined means.

Prepare and assemble items for meetings and presentations.

Act as a receptionist; answers telephones, routes calls and greets customers.

Clean, disinfect and maintain animal runs and cages; clean and disinfect other parts of the animal housing facility; clean and maintain the animal control office area.

Provide basic care; feed animals and check water supply; administer medication when necessary.

Intake animals; move animals to viewing rooms; show animals to customers for adoption or to be claimed by owner.

Support the City's policies, goals and objectives and work with management and other staff to ethically achieve such goals and objectives; ensure compliance with safety procedures.

KNOWLEDGE AND SKILLS OF:

Demonstrated Knowledge:

City and Department procedures, policies and guidelines; City Code; National Animal Care and Control Association (NACA) procedures; American Veterinary Medical Association guidelines.

Safety procedure for using equipment, cleaning chemicals and interacting with animals.

Skill in:

Establishing and maintaining cooperative working relationships with coworkers and other individuals in contact during the course of work; communicating clearly and concisely; following instructions.

Operating a personal computer utilizing standard software such as Microsoft Office and some specialized software; functioning standard equipment.

Identifying and utilizing the correct safety equipment when handling animals.

Providing quality customer service.

MINIMUM QUALIFICATIONS:

Must possess high school diploma or GED, and six (6) months paid full time or it's part time equivalent clerical experience which includes public contact work.

LICENSE, CERTIFICATION AND/OR SPECIAL REQUIREMENTS:

Typing certificate required at time of application at 30 net words per minute (wpm).

Candidates who are selected for appointment may be required to be fingerprinted, if 18 or older; successfully complete a background investigation, employment verification and may be subject to a drug and/alcohol test, medical, polygraph and/or psychological evaluation. Candidates who are appointed will be required to possess a valid driver's license to operate a vehicle in Arizona, or meet the transportation needs of the position.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Majority of work is performed in a standard office environment. May require frequent sitting and continuous operation of a personal computer. May be required to perform a full range of motion with lifting and/or carrying items weighing up to 50 pounds. Some work is performed in both indoor and outdoor kennel area. May require standing, walking, kneeling and bending. May be subject to animal bites and/or scratches and cleaning chemicals.

Adopted: Nov. 2014

Formerly: Office Support Specialist/Kennel Assistant

Revised: Jan. 2018