



JOB DESCRIPTION

<i>Title</i>	Animal Shelter Coordinator			
<i>Department</i>	Sheriff's Office		<i>Job Class</i>	A 14 3
<i>Driving Required</i>	Yes		<i>Safety</i>	Yes
<i>Labor Union</i>	AFSCME Local 2746 Courthouse/Roads		<i>FLSA</i>	Non-exempt
<i>Created</i>	Feb 2022	<i>Reviewed</i>		<i>Revised</i>

Purpose

Performs technical tasks and customer service in support of the Animal Control and Shelter Department; includes processing animal intake, adoptions, dog licenses, and compliance monitoring. The position requires broad knowledge and skills; ability to adapt to changing and unexpected situations in a fast-paced, high-stress working environment.

Essential Functions

A person employed in this classification must possess the capability to perform the following duties to be considered for this position. The duties are essential functions requiring the critical skills and expertise needed to meet the job objectives. Additional specific details of these essential functions may be provided by the specific office or department job announcement, if applicable.

- Provide advanced support to division/program head and program personnel. Organize/coordinate the activities of volunteers and/or temporary staff, including training, scheduling, and daily work assignments. Organize/coordinate the work of other department staff on specific work assignments.
- Receive, document, and process shelter animal intake from police and public; includes medication documentation with limited medication administration, kennel set-ups, and communicating with veterinarians to provide medical care for shelter animals.
- Perform advanced bookkeeping-related functions, i.e. balancing daily receipts, processing purchase orders and depositing funds, account receivables & payables, enter cremation billings and prepare monthly statements, run statistical reports as needed, aid during the budgeting process as directed by supervisor.
- Provide administrative support in all aspects of the adoption process to include animal viewing, contracts, background checking, licensing, forms and approval. Process animal redemptions by public.
- Conduct all aspects of animal handling, including walking, transporting, feeding, waste cleanup, breaking up dog fights, chasing loose animals, and handling deceased animals.
- Process dog licenses and payments; monitors compliance. Process fee payments and related records.
- Renewal of memberships and state operating licenses, process public records requests.
- Coordinate shelter volunteers' activities and tasks, and document volunteer hours. Enter community service worker hours.



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- Receive calls from 911 Dispatch and public, document and coordinate with appropriate member of law enforcement to respond to the call.
- In supervisor's absence and on Saturdays, oversees the routine day-to-day shelter operations, makes decisions regarding unusual incidents.
- Enroll and transfer animal microchips.
- Create a variety of documents such as letters, memos, reports, forms, spreadsheets, tables, and legal documents. Verifies and corrects grammar, spelling, and formatting. Updates and maintains spreadsheets, databases, and reports and tracks/logs data for the department/program.
- Sort, arrange, file, and maintain documents and records; reviews files for completeness and accuracy; updates and purges files according to department/program guidelines.
- Prepare and publish notices as directed and in accordance with established procedures and policy requirements. Checks completed forms and documents for accuracy and compliance.
- Administer first aid to volunteers, customers, and shelter animals.
- Transport shelter animals for veterinary services.

Auxiliary Functions:

- Perform department reception and customer service duties; professionally greet visitors, respond to incoming telephone calls, determine nature of call and provide accurate information, forward to the appropriate person or department; respond to inquiries and/or complaints directed from the public; place phone calls, send and receive emails; send faxes; make photocopies; pick-up, sort and distribute mail.
- Work with supervisor to maintain, amend, or develop department procedures, routines, and filing systems.
- Work independently to plan and arrange own work sequence; prioritizes projects and assignments; provide back-up support to staff when needed; reports operating problems to supervisor
- Respond to irate or unhappy customers in a professional, diplomatic and respectful manner.
- Follow all safety rules and procedures; maintain confidentiality and comply with all policies.
- Research and compile data from a variety of sources, some confidential in nature.
- Operate a variety of office equipment with high degree of accuracy, skill, and independent judgment.
- Train staff related to duties in assigned position.

<i>Mandatory Qualifications</i>
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- 21 years of age or older.
- Ability to pass a comprehensive background check and obtain security clearance to work with criminal justice records.
- Obtain and maintain lawful driving privileges and demonstrate safe driving practices.
- Education & Experience
 - Minimum high school diploma / GED
 - Three years specialized training and experience in the clerical and/or administrative field or any satisfactory combination of experience and training
- Skills
 - Advanced knowledge of clerical and administrative support profession
 - Advanced record-keeping skills
 - Knowledge of advanced bookkeeping-related functions
 - Ability to read and write proficiently
 - Excellent customer service and problem-solving skills
 - Thorough knowledge of office procedures and operation of various office equipment
 - Advanced data entry and computer operations skills
 - Working knowledge of PC and word processing software

Desired Qualifications

- Working knowledge of animal shelter operations, local ordinances, office procedures, and customer service practices
- Knowledge of specific PC word processing software utilized by the county and previous experience in an administrative position with a county department
- Ability to read, write, and speak Spanish
- Associates Degree in office administration, business or related field

Physical Demands

Lifting and moving items up to 50 pounds and occasionally heavier objects weighing more than 100 pounds. Ability to handle strong dogs when they are released to shelter, adoptions, or during bite quarantine.

Clatsop County is committed to providing reasonable accommodations as required by the Americans with Disability Act (ADA). Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential functions and/or physical demands.

Working Conditions

A professional office environment. Position will have significant contact with animals including dogs, cats, birds, rabbits, and will likely encounter rats, mice, spiders, snakes, etc.



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Animals may be diseased, abused, deceased, injured, or living in deplorable conditions. While performing the duties of this job, the employee may be at risk for bites and/or scratches, exposed to animal dander, parasites, and infectious diseases that can be carried and transmitted by animals, fumes, strong foul odors, airborne particles, toxic or caustic chemicals and loud and sometimes constant noise such as barking.

In-person communications with individuals who may be hostile and threatening, sometimes requiring police assistance.

<i>Supervisory Responsibility</i>
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No supervisory responsibilities