

Marion County Board of County Commissioners

POSITION DESCRIPTION



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

ANIMAL CONTROL REPRESENTATIVE

Department: Animal Services
Pay Grade: 206
FLSA Status: Non-Exempt
Job Class: 4047
Risk Code: 8831

JOB SUMMARY

Responsible for providing all aspects of customer service in the Animal Control division of Animal Services. Responsibilities include handling citizens' calls for information and for filing complaints, administrative duties, competency in Animal Control laws and ordinances, and a broad comprehension of animal cruelty and humane treatment issues.

ESSENTIAL JOB FUNCTIONS

- Responds to customer needs, questions, and complaints by telephone, email, or by other means.
- Assists officers, customers, and others with research related to animal issues through Chameleon software.
- Ensures compliance with animal regulatory services and local and state animal laws.
- Trains new animal control officers in tasks related to animal control calls.
- Utilizes the computer database to process all paperwork for compliance with animal control laws.
- Answers and fulfills any requests for public records.
- Maintains routine records and reports related to animal control, including scanning information into records.
- Provides comprehensive clerical support to management team.
- 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 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.
- Provides 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 or by phone contact.

- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

SUPERVISION

This position has no supervisory responsibility.

QUALIFICATIONS

Education and Experience:

High school diploma or equivalent; and two (2) years' experience in customer service and/or in a general office environment; or an equivalent combination of education and experience.

Licenses or Certifications:

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to read, analyze, and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write and type routine reports with accurate grammar, punctuation, and spelling.
- Ability to speak effectively one-on-one with customers and employees.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to interpret detailed data and study manual work process to determine most effective methods for essential tasks.
- 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.
- Ability to explain records and procedures to others.
- Ability to exercise good judgment in dealing with the public.
- Knowledge of modern office practices and procedures and proper business English.
- Knowledge of shelter policies, procedures, and operations.
- Knowledge of animal control, care, and capture techniques.
- Knowledge of Marion County Animal Control and Enforcement Ordinance, Florida State Laws Relating to Animals, rules of criminal/civil procedures, and Animal Services' policies.
- Ability to cross-train for various other tasks.

- Ability to read and interpret codes, ordinances, policies, procedures, rules, and regulations.
- 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 participation in building a constructive team spirit where team members are committed to the goals and objectives of the team.

PHYSICAL DEMANDS

The work is sedentary which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. 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, and hear.

WORK ENVIRONMENT

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions.

Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date

E.O.E. Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.