

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 SERVICES REPRESENTATIVE

Department: Animal Services
Pay Grade: 206
FLSA Status: Non-Exempt
Job Class: 6203
Risk Code: 8831

JOB SUMMARY

Responsible for providing exceptional customer service at Marion County Animal Services. Daily responsibilities include providing constant, consistent, extraordinary customer service to all internal and external customers, including in person, on the phone, and via written communications.

ESSENTIAL JOB FUNCTIONS

- Quickly and effectively responds to customer needs, questions, and concerns.
- Provides superior customer service to the general public coming in to adopt, reclaim, search for lost pets, purchase microchips and/or licenses for pets, and a variety of other transactions.
- Performs a considerable amount of accurate data entry. Prepares substantial reports, records, files, and notes, to include those that may be presented as evidence in court. Leverages technology to perform research.
- Completes and documents substantial research relating to animal ownership; attempts to reunite pets with owners whenever safe and reasonable to do so.
- Responsible for scheduling and maintaining appointments, completing reminder calls, contacting pet owners and adopters, and returning messages.
- Performs financial transactions; handles cash, check, and credit cards in compliance with all internal, state, and federal regulations. Completes daily financial reconciliation with a high degree of accountability.
- Conducts adoption counseling and responsible pet ownership education, in an empathetic and non-judgmental manner.
- Assists members of the public searching for lost animals and provides additional information and support if their pet is not found at the shelter.
- Trains employees and volunteers in tasks related to front counter customer service.
- Utilizes technology to process all paperwork for adoptions, redemptions, spay/neuter surgeries, licensing, and compliance with animal-related laws.

- Accurately maintains records and reports related to animal release, identification, redemption, and adoption, as well as drug logs.
- Oversees the preparation of paperwork regarding the impoundment of incoming animals.
- Assists with incoming animals. Required to handle scared, fearful, fractious and potentially dangerous animals in a safely, humanely, and with compassion, in accordance with Fear Free standards.
- Provides ~~excellent~~ exceptional customer service to members of the general public, volunteers, fosters, partners 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, online, written, or by phone contact.
- Performs routine filing and record keeping tasks; must have superior data entry skills and the ability to clearly communicate via written word.
- Communicates effectively and coherently over two-way radio channels while initiating and responding to radio communications.
- Provides public education to individuals or groups; attends events as a representative of MCAS.
- Attends trainings, conferences, events, seminars, meetings, hearings, and other continuing education opportunities.
- Ensures compliance with animal regulatory services and local and state animal laws.
- Provides administrative and clerical support to management team.
- Observes and ensures the completion of tasks performed by technicians, officers, community service workers, and volunteers, if assigned by supervisor.
- May assist with maintaining community service workers' records/hours and contact with probation officers as needed.
- Safely operates county vehicles, as assigned, to assist with the transport of animals, supplies, and equipment. May perform shelter duties as assigned.
- 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.
- 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.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

SUPERVISION

This position occasionally provides direction and supervision to community service workers and volunteers. Provides guidance, advice, and assistance to others on work assignments.

QUALIFICATIONS

Education and Experience:

High school diploma or equivalent; and two (2) years' experience in general office, reception, and direct customer service, cash drawer and cash balancing, problem solving and handling customer complaints preferred; and six (6) months' experience in a kennel, veterinary clinic, and/or animal shelter preferred; , or 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.

Rabies preventative immunization required upon hire.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to write and type routine reports with accurate grammar, punctuation, and spelling.
- Ability to read, analyze, and interpret financial reports.
- Ability to communicate tactfully and courteously with members of the public, customers and employees of the organization.
- 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 compute rate, ratio, and percentages and to draw and interpret bar graphs.
- Ability to figure discounts, interest, proportions, and percentages.
- Ability to interpret detailed data and study manual work process to determine most effective methods for essential tasks. Ability to explain records and procedures to others as a lead worker.
- Ability to exercise judgment regarding the use of equipment, tools, or materials.
- Knowledge of drug use regulations, euthanasia and disposal techniques, and bio-hazardous waste disposal.
- Knowledge of Animal Services' policies, procedures, and operations.
- Knowledge of Marion County Animal Control and Enforcement Ordinance and Florida State Laws Relating to Animals.
- Knowledge of Emergency Management policies and procedures pertaining to animals.
- Knowledge of humane restraint and handling techniques.
- Knowledge of responsible pet ownership, standard vaccine and preventative medicine scheduling, benefits of sterilization, and common shelter pet challenges in the home, along with the skill to effectively convey this knowledge to the public. 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 Microsoft Office Suite programs.
Ability to identify animals by breed, breed traits, assess behavior, and recognize common health conditions and symptoms of disease.
- 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 involving people and animals.
- Skilled in conflict resolution. 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 primarily sedentary which requires exerting up to 50 pounds of force occasionally and 30 pounds of force frequently 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. Ability to work expeditiously and cautiously in a fast-paced environment. Agile physical reflexes necessary to avoid injuries to self, coworkers, and animals.

WORK ENVIRONMENT

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions. While performing the duties of this job, the employee will occasionally be exposed to outdoor weather conditions. unpredictable animals, animal waste, and cleaning chemicals. May experience high levels of occupational noise exposure while working in the kennels or in the field.

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.