



Animal Services Representative (Non Represented)

Class Code:
B91504

Bargaining Unit: Non Represented

SALARY RANGE

\$16.97 - \$23.74 Hourly

GENERAL PURPOSE:

This position performs work involving customer service, general office support, pet license sales and adoption in the Spokane County Regional Animal Protection Service (SCRAPS) Department. The position allocated to this class is responsible for general office duties, working with the general public on a wide range of issues related to animal services and limited handling of animals (depending upon area of assignment) under the immediate direction of the Office Operations Manager, or designee. Work is performed according to department standards, regulations and County ordinances relating to animal care and protection. The Animal Services Representative classification is distinguished from the Shelter Technician by focus on clerical support duties rather than animal care and building maintenance responsibilities.

As a **Special Programs Representative**, provides a wide variety of assistance on activities in the Special Programs Division, including but not limited to community outreach, humane education, fundraising, public relations, social media and other programs under the direction of the Special Programs Manager or designee. Work is performed with considerable independence, both in the office and at external locations.

As an **Animal Behavior & Transfer Representative**, works with volunteers, the public and other animal shelters/facilities/rescue groups on programs related to animal behavior, transfer and foster, under the direction of the Regional Animal Protection Director or designee. Work is performed in coordination with staff from other divisions, as well as from outside the organization.

ESSENTIAL JOB FUNCTIONS:

- Performs duties in any of the following areas of assignment: general reception, the dispatch call center or the animal receiving lobby. Duties may vary according to the function(s) of the specific area.
- Answers inquiries in person, by telephone or electronically, obtaining pertinent information from customers; provides appropriate animal health care and regulation information; refers customers to other agencies as needed.
- Greets and directs visitors; gives out standard forms, explains how to complete them, and screens for completeness; provides appropriate animal health care and regulations information.

- Writes up citizen complaints about animals utilizing a Computer Aided Dispatch (CAD) system, coordinates the Animal Protection Officers' schedules and dispatches complaints to Animal Protection Officers in the field.
- Performs a variety of animal protection duties such as issuing pet licenses and spay/neuter vouchers, processing pet adoptions, and redeeming lost pets.
- Admits incoming animals, including stray and/or owner surrendered animals
- Processes routine mail, dispenses and tracks live animal traps, issues animal food from the on-site animal food bank, assists with rescue groups and performs other routine office work as necessary.
- Receives payments and fees in person, by mail or electronically, verifying the amount received, making change, and issuing receipts.
- Balances payments received against receipts on a daily basis; researches, locates and corrects errors.
- Balances cash drawer.
- Performs other related duties as required/assigned.

When assigned to Special Programs:

- Researches and explores new ways of recruiting, retaining and energizing volunteers to help them perform necessary tasks.
- Functions as a liaison between SCRAPS and the general public at a variety of SCRAPS events, both on and off site.
- Handles and interacts with shelter animals to take photos, create videos and construct biographies.
- Assists in the promotion of animal placement through social media, media releases, events, fostering and transport.
- Positively represents SCRAPS in all interactions; educates the community on the mission and purpose of SCRAPS.
- Develops processes and procedures for volunteer duties; supports and facilitates their work.
- Performs other related duties as required/assigned.

When assigned to Animal Behavior & Transfer:

- Coordinates the performance of behavior assessments for shelter animals and the training and work of the staff and volunteer assessors; reviews the results of behavior assessments, writes instructions for behavior modification, works on behavior modification with individual animals, and determines appropriate placement options.
- Coordinates the transfer program, facilitating the transfer of animals to organizational partners and rescue groups; serves as the primary contact for and works directly with organizational partners and rescue groups; recruits new partners with which to collaborate; develops and maintains positive relationships with organizational partners and rescue groups to aide in the placement of shelter animals.
- Coordinates the foster program; interviews and trains new fosters, matching them with appropriate foster animals; serves as the primary contact for fosters, addressing questions/concerns and scheduling necessary appointments for animal medical care and the like.
- Keeps current on behavioral assessment methods and tools, as well as shelter enrichment activities; facilitates shelter enrichment activities in the shelter by designing programs, training volunteers, and monitoring effectiveness.
- Selects animals to attend outreach events and offsite adoption events/venues; coordinates animal attendance/placement with the Outreach Program Coordinator.
- Educates and trains volunteers on animal behavior, appropriate animal handling, animal socialization; provides ongoing assistance and support to volunteers.
- Handles and interacts with shelter animals to take photos, create videos, and construct biographies; leads efforts to facilitate the placement of animals through "special" adoptions.

- Represents SCRAPS positively in all interactions; educates the community on the mission and purpose of SCRAPS.
- Works a variable/flexible schedule, including weekends and evenings, as necessary to meet placement objectives.
- Performs other related duties as required/assigned.

EDUCATION AND EXPERIENCE REQUIREMENTS:

- High School Diploma or GED equivalent.
- One year of volunteer or paid work experience which includes working with the public, customer service, organization and communication skills, preferred.
- Related coursework or training may substitute for up to six (6) months of the experience requirement.
- Experience with animal handling/training a plus.
- NOTE: Requires successful completion of criminal background check.
- Possession of a valid Washington Driver's License at time of hire and for the duration of employment.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the care and handling of animals.
- Knowledge of administrative support functions including customary office practices and procedures, and the operation of standard office machines and equipment.
- Knowledge of English grammar, spelling and vocabulary.
- Skilled in communicating effectively both orally and in writing, sufficient to exchange or convey information and to give and receive work direction.
- Skilled in establishing and maintaining effective working relationships with co-workers, supervisors, volunteers, partner organizations and the general public.
- Skilled in providing exceptional customer service.
- Skilled in the use of personal computers and software related to the performance of job duties (MS Office Suite).
- Ability to perform data entry and routine mathematical calculations quickly and accurately
- Ability to set up events and run outreaches including hauling tables and chairs, lifting boxes, setting up tents and displays.
- Ability to understand, apply and explain policies, procedures and regulations.
- Ability to work in a courteous manner, with efficiency and accuracy, when dealing with the public.
- Ability to work with and handle animals in a patient, sensitive, humane manner under a variety of situations.
- Ability to problem solve issues involving people and animals.
- Ability to maintain accurate and detailed documentation; compose reports.

Animal Behavior & Transfer Assignment:

- Knowledge of animal behavior, behavior modification, and assessment.
- Knowledge of animal care.
- Knowledge of transfer/rescue programs for shelter animals.
- Knowledge of foster programs for shelter animals.
- Skilled in the administration of animal behavior assessments.
- Skilled in animal behavior modification.
- Skilled in animal handling.

BEHAVIORAL STANDARDS:

All County employees are responsible for contributing to a safe and positive work environment, actively demonstrating the County values in their daily work and interactions:

- **Respect:** Appreciating and valuing customers, other County employees and County leadership by showing courtesy, friendliness and fairness. Communicating in a productive and professional manner.
- **Accountability:** Honoring and delivering on commitments by taking responsibility for personal actions and results; being a responsible steward of public resources and the trust County residents have placed in each of us.
- **Integrity:** Modelling transparent and ethical behavior and demonstrating it with honest and trustworthy behaviors and actions; leading by example and performing work to the highest standards.
- **Innovation:** Striving for excellence by actively pursuing opportunities for new and improved methods, procedures or technologies; fostering an environment

ESTABLISHED / REVISED DATES:

DATE ESTABLISHED: 6/20/2013
(Replaced Animal Protection Assistant 2013)
Added Animal Behavior and Transfer Representative section 4/4/18.
Revised 6.1.21