



## **Animal Services Representative**

**Category:** Classified  
**Pay Grade:** C15  
**Job Code:** 20044

*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.*

### **JOB SUMMARY**

Performs moderately complex work providing clerical support, customer service, and animal care at a large animal control shelter operation; in addition to all duties and responsibilities of an Animal Care Assistant, employees perform a variety of duties involving animal care, customer service, and specialized duties; evaluates situations and inquiries in order to provide the most useful and appropriate information; explains in general terms the procedures and functions of the various County and other governmental agencies; helps and assists others and takes appropriate action or makes proper referrals.

### **ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)**

- Assists Veterinary Technicians to constrain animals, prepares animals for surgery, and performs post-surgery examination;
- Assists with euthanasia and cremation process;
- Feeds and waters animals according to established schedules and cleans and disinfects cages, pens, and walking yards;
- Responds to in-person or telephone requests for information concerning lost animals, admission of strays or unwanted animals, and licensing laws and guides customers to the correct department as needed;
- May perform custodial and housekeeping tasks, preventative maintenance, and equipment repair;
- Medicates and inoculates animals admitted to kennel;
- Confers, counsels, and educates customers on various pet breeds, dog and cat characteristics, and County adoption policies and procedures;
- Provides information, assistance and services to the general public, employees, and others including residents interested in adopting, finding a lost pet, renewing their license, or seeking assistance offered by other programs in the department such as public nuisance complaints;
- Completes animal adoption transactions, animal transfer transactions, and animal reclaims;
- Resolves problems that arise in the course of the transaction;
- Produces business correspondence, reports, and documents;
- Manages customer inquiries and complaints and elevates to manager on duty as appropriate;
- Performs routine cashier, billing, receipt, clerical, and filing duties;
- Checks for licensing and inoculation of animals admitted to kennel and records animal history, weight, food intake, and license tags, microchips, or vaccination/license tags;
- Inspects animals for signs of illness and/or injuries and reports health problems;
- Receives and maintains materials, records, and supplies and assists in checking materials against invoices or orders;
- Keeps appointment calendars and schedules appointments for shelter services;
- Assists higher level staff in performance of a wide range of activities;
- Performs other related job duties as assigned.

## QUALIFICATIONS

### **Education and Experience:**

Three (3) months of animal care/training experience or coursework in veterinary technology; or two (2) years of office support experience dealing with administrative matters, customer accounts, and experience in the use of computers and general office equipment within the veterinary field ; or an Associate's degree, trade school, or vocational training degree, diploma, or certificate that includes training or experience as described above; or an equivalent combination of education, training, and/or experience.

### **Special Qualifications** (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Physical strength and agility to lift heavy animals, equipment and supplies.
- Applicant must secure State Euthanasia Certification or equivalent credentials recognized by the Florida Animal Control Association within six months of hire.
- Exposure to personal risk during assignments causing periodic contact with hostile or diseased animals.
- May be required to keyboard up to 35 wpm depending on area of assignment.
- Candidate to demonstrate more advanced proficiency, competency, and satisfactory completion of regularly assigned work in an independent manner. Appointing Authority retains discretion to employ an incumbent at this level or advance the incumbent non-competitively or competitively, after a candidate meets the minimum qualifications to an in-line career ladder position within the same organization or department.
- Other knowledge, skills, abilities, and credentials required for a specific position.

### **Knowledge, Skills and Abilities:**

- Knowledge of business English, spelling, and punctuation;
- Knowledge of standard office practices, procedures, and equipment;
- Knowledge of safe handling of animals and ensures that they, colleagues, visitors, and other animals remain safe;
- Knowledge of the principles and practices of cashier functions;
- Knowledge of basic animal control procedures and techniques for the care and handling of animals;
- Knowledge and skills to restrain, handle, and care for animals in a humane manner.
- Ability to perform computer data entry and work processing functions;
- Ability to understand and carry out basic and written instructions and keep records;
- Ability to compose and prepare routine communications;
- Ability to make arithmetical computations with speed and accuracy;
- Ability to work various shifts, including weekends;
- Ability to acquire knowledge of department regulations and to apply same to work situations;
- Ability to understand oral and written instructions;
- Ability to quickly react and/or assist in an emergency/crisis situation.

## PHYSICAL/MENTAL DEMANDS

The work is medium work which requires exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Additionally, the following physical abilities are required:

- Crouching: Bending the body downward and forward by bending leg and spine.
- Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Kneeling: Bending legs at knee to come to a rest on knee or knees.

- Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Pulling: Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Visual ability: sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recordings on transcription device.
- Speaking ability: sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Stooping: Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

### WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.