

Job Title: **Animal Control Clerk**
Department: Health
Supervisor: Animal Control Supervisor



Classification: **Non-Exempt**
Division: Animal Control
Effective: 10/01/2021

I. JOB SUMMARY:

Responsible for funds, routine office work and dispatching duties at Animal Control Shelter. Regularly responds to public telephone calls and visitors of the Animal Control Department. Redeems animals back to their owners, signs in and adopts out animals, sells licenses and collects various fees, and enters information on departmental activities to the computer. Prepares correspondence, maintains records and prepares reports, and performs a variety of other support functions. Maintains logs and files of all complaints. Performs data entry and query of licensed information on computers.

This position requires a thorough working knowledge of clerical and secretarial practices, and parliamentary procedures including, but not limited to, keeping accurate records, taking care of correspondence, typing, data entry, and other writing tasks. The incumbent must be able to work well under stress and be able to handle various tasks despite of numerous interruptions. Courtesy, tact and diplomacy are required in daily contact with the public and staff. The individual will receive phone calls and visitors to the office, determine the nature of the business and direct phone calls or visitors to appropriate destination. Operate a typewriter, computer, and other standard office machines/equipment such as: adding machine, calculator, postage meter machine, telephone, copy machine equipment, etc. Performs routine clerical duties such as typing reports and letters, schedule appointments, give information to callers or visitors, file correspondence, compile and type statistical reports, date, stamp, and/or log in incoming complaints as directed. This position has no supervisory responsibilities. Individual will perform other duties assigned by the supervisor/department head when needed.

II. EDUCATION & EXPERIENCE REQUIREMENTS:

- High school diploma or G.E.D is required.
- Able to type 50 words per minute.
- Two (2) years successful experience with office/clerical procedures.
- Must have knowledge of Microsoft Office.
- Must be able to use a 10-key calculator.
- Must be able to communicate proficiently in the Spanish and English language.
- Proficient in working with computer, typewriter, and general office equipment.

III. EMPLOYMENT REQUIREMENT:

- Applicant will be subject to a complete background investigation. Incomplete, inaccurate and/or failure to report information will cause the applicant rejection from consideration.
- Applicant must take and pass a drug, physical, and pre-placement screenings administered by the City of Mission doctor at the City's expense.
- Must have a neat and professional appearance.

- Must have a current valid class "C" driver's license from the department of Public Safety with no more than two (2) moving traffic violations within the past two (2) years.

IV. SKILL ABILITY REQUIREMENT:

- Ability to follow a firm work schedule as directed by supervisor.
- Ability to compute, maintain and prepare complex records correctly, insuring confidentiality.
- Ability to deal with public relations issues and various types of citizen inquiries tactfully, courteously, and in a business manner.
- Ability to follow instructions orally or in written form and perform tasks with little or no supervision.
- Ability to establish and maintain effective working relationship with office staff, auxiliary departments, elected officials and the general public.
- Ability to perform work that is routine and detailed.
- Ability to speak and write clearly and accurately (to include correct spelling).
- Ability to perform a wide variety of different types of tasks without the variety itself causing a loss of efficiency.
- Ability to make decisions based on available information, laws and regulations, or city policy.
- Ability to speak clearly and hear well enough to communicate to other persons over the telephone and in person.
- Ability to handle special projects of diverse nature as assigned.
- Ability to read and interpret documents such as safety rules and city policy procedures.

V. EQUIPMENT/MATERIALS: General office and safety equipment/materials to include but not limited to the following:

Personal computer	Binding machine	Laptop
Keyboard	Paper cutter	Printer/Scanner
Telephone	Ten key calculator	Fax Machine
Calculator	Postage meter	City Vehicle
Personnel Policy Manual	Hole puncher	Various Software

VI. ESSENTIAL JOB FUNCTIONS:

- Answer telephone with clear, courteous, and business voice and direct the call to the appropriate destination to expedite response.
- Receives and logs daily calls, dispatches requests for animal control assistance to animal patrol units.
- Handles and routes office walk-in traffic; maintains count of all incoming calls and walk-ins.
- Processes adoption and reclaims requests as needed.

- Maintains kennel records of each animal brought to the shelter.
- Responsible to coordinate with Kennel Attendants and place Shelter Pets on websites every week.
- Responsible for Spay and Neuter Contracts. Fill out and mail certified letters of warnings out to citizens that have not complied with the city contract.
- Prepare monthly reports.
- Enters all citations issued by officers, assigns file numbers, and maintains citations file and officers' daily call sheet files.
- Receive visitors, answer questions and inquiries to resolve issues at hand or direct to appropriate destination.
- Keep an accurate log of daily visitors and incoming calls received and appointments made for the department personnel.
- Copy documents, utilizing office equipment, as directed.
- Type letters and other documents as requested and within the time frame specified by supervisor.
- Enter or post data into computer as directed.
- Prepares letters and packages for processing utilizing postage meter machine for mailing.
- Gathers invoices, quotes, data, Public Information Request information and any other information needed from the Supervisor and staff and submits/routes it to the Administrative Assistant for processing.
- Must be able to tactfully keep loiterers away from City property.
- Responsible for requesting and maintaining inventory for office supplies and making sure supplies are received.
- Faxing information to different departments or vendors.
- Perform all job functions with special attention placed on good public relations, safety, and proper office procedures in compliance with City policy.

VII. NON-ESSENTIAL JOB FUNCTIONS:

- Assist with and attend community/special functions coordinated throughout the City.
- Assist other departments within organization with organizing special events as requested by supervisor.
- Undertake assignments/projects assigned by department head.
- Organizing meeting room setups.

VIII. WORK ENVIRONMENT:

Exposure to the following environmental conditions are required for this job.

	None	Amount of Time		
		Under 1/3	1/3 to 2/3	Over 2/3
Wet humid conditions (none-weather)		X		
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions		X		
Extreme cold (non-weather)	X			
Extreme heat (non-weather)		X		
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

IX. MANUAL DEXTERITY:

Both fine and gross hand manipulation are required to perform essential job functions. Gross hand manipulation is utilized to grip a series of files and reposition a keyboard to different computer stations. Fine finger dexterity is required to hand write notes, fill out forms, type reports, letters, and memos, input data in computer, and document information needed for day to day tasks.

NON-MATERIAL HANDLING ACTIVITIES

Task	Frequency	Performance
CLIMBING	O	Use three step stool or six step ladder to retrieve materials, books, files, or office supplies from upper shelves and building entrance stairs.
BALANCING	C	Telephone, books, files, binders, folders, pens, pencils, papers, stapler, stapler remover, paper clips, envelopes, markers.
STOOPING (bending at waist)	F	Open file drawers to retrieve files below waist level sitting or retrieve, books from floor area or pickup materials that fall down from floor area.
KNEELING (one or both knees)	O	Retrieve things that fall on the floor, retrieve files from lower filing cabinets, or as needed to plug into electrical outlets.
CROUCHING (bending at hips/knees)	F	Filing and lifting boxes, open file drawer at bottom section, to clear space removing a box on floor area, or empty boxes of computer paper and stacking them.
CRAWLING	O	Under desk to plug computer, tower, and printer.
REACHING	C	Open drawers and retrieve files and documents, partial to full arm extension, reach above head to retrieve supplies, to answer telephone, type letters, retrieve books and binders, using computer mouse.
TWISTING/TURNING (rotation)	C	180 degrees at waist level to access printer, retrieve files, materials, office supplies, assist the public, sitting at desk within work station, answering the telephone, typing, opening drawers, sitting and standing up to 180 degrees at neck, waist and shoulder level.
HANDLING (manipulated objects)	C	Boxes of files, clerical supplies, telephone, ink cartridges, pens, pencils, papers, folders, and calculator to relay and procure information, using computer mouse, both hands to grip files and books exerting moderate force.
FINGERING (finger dexterity)	C	Typing letters and reports on computer key board or typewriter, using 10 key calculator by touch, hand writing messages and notes, inputting data in computer, statistical reports, filing, and reviewing files, and using computer mouse, rolodex, tape dispenser.
STANDING	C	Making copies, filing, sorting mail, greeting the public, faxing documents, retrieve clerical supplies, books at shoulder level, opening file drawers, pick up and deliver documents.
SITTING	C	Typing letters and reports on computer key board or typewriter, attending meetings, sorting mail, answering telephone, greeting the public, reviewing files and other paper work, opening drawer to retrieve files.
WALKING	F	Retrieve paperwork within office and other offices within department up to 50' walking to copy room to make copies, within office doing job duties, walking to storage area, walking to bathroom, meetings, employee lounge, to file room for filing employee information.
GRASPING (w hole hand activities)	C	Office supplies, equipment, file boxes, reams of paper, telephone, files, books, pens, pencils, letter opener, stapler, stapler remover, file drawer, papers, computer keyboard and mouse, letter stand, ruler, tape dispenser, filing baskets.

N-Never O-Occasional 1-33% F-Frequently 34-66% C-Constant 67-100%

I _____ understand the physical demands, work environment factors and mental functions of this job. I can fulfill the essential functions of this position as described in this job description.

Signature

Date