

**MAJOR FUNCTION**

This is specialized work in the coordination of all aspects of animal intake counseling and the lost and found program within the Tallahassee Animal Services. This position is responsible for receiving a segment of Tallahassee Animal Services annual animal intake while seizing all opportunities for humane education, to include varying aspects of pet retention services, behavior modification techniques, and providing customer service that embraces empathy, reassurance, reliability, responsiveness and look good/sounds good character qualities. Work is performed under the direction of the Supervisor-Animal Care. Work is monitored and reviewed quarterly through a formal evaluation process

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Provides exceptional customer service by engaging in-depth unbiased conversations to disclose accurate, relevant and detailed information from individuals bringing animals to the facility. Uses information gathered to offer pet retention services, reunite the animal with its owner, relaying necessary information to animal care specialists, or determine if euthanasia is the proper outcome. Uses creative thinking to develop innovate programs and encourage customers to utilize all possible resources to maintain their pet, a stray pet, or to re-home the animal without bringing the animal to the Animal Service Center (ASC). Maintains lost and found animal reports and continuously cross reference reports with animals housed at the facility, along with websites containing lost and found animal reporting. Identifies breed and makes age determination of domestic species. Assists in routine cleaning/disinfecting protocols; intake procedures to include, but not limited to administering vaccines and anthelmintics to incoming animals; upload photos to the database; and manipulate animal control and safety equipment. Coordinates and monitors dog playgroup activity, recognizes behavioral issues and trained on performing behavior evaluations of all animals to determine levels of adoptability. Impounds incoming animals to include entering and the retrieval of data from animal ASC's specialized database. Performs clerical duties to include filing, answering multi-line phone systems and proper routing of calls and message taking, announcing utilizing a public address system, operating fax, copy and document scanning machines. Perform financial transactions, to include cash handing and processing debit and credit card transactions. Operates a microchip scanner, traces microchips and properly implants microchips in various domesticated species. Performs euthanasia of animals upon request, as well as checks euthanasia candidates against lost reports.

**Other Important Duties**

Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Knowledge of ASC policies and procedures, such as adoptions, reclaims, transfer to rescue organizations and refunds, as well as, a comprehensive knowledge of animal care and control to include local City and County ordinances. Ability to deal courteously with the general public and handle volatile situations on a regular basis. Ability to recognize animal breeds. Ability to communicate clearly and effectively both verbally and in writing. Ability to effectively and adequately communicate with diversified clientele during optimistic as well as adverse times. Ability to recruit and maintain active foster volunteer force. Ability to recognize animal behavior (dog, cat, small animal, exotics & livestock). Ability to handle animals safely and humanely in a sheltering environment. Ability to adapt in a changing environment daily, including volatile people and aggressive animals. Ability to cope with the stress associated with euthanasia, abuse, neglect and animal welfare. Ability to perform routine manual work. Ability to perform routine medical care and maintain detailed medical

records. Ability to work independently and to work well with others. Ability to schedule, organize and monitor program on a daily basis. Ability to operate routine office equipment. Ability to learn the use and operation of various routine maintenance equipment and tools, and ability to operate such equipment in a safe manner. Skill in the use of personal computers, including Microsoft Office and database, Chameleon. Ability to listen and follow directives. Ability to be flexible in scheduling of work.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and three years of experience in human care giving, animal care, animal grooming, animal control enforcement or similar experience with animals; or possession of a high school diploma or an equivalent recognized certificate, and four years of direct customer service experience, combined with responsible personal pet ownership of at least one year; or an equivalent combination of training and experience. Responsible personal pet ownership must be documented via presentation of records from a veterinarian, kennel, etc., reflecting ownership and care (vaccinations, neutering, spaying or wellness check-ups) over at least one year.

Necessary Special Requirements

Within one year of employment, must obtain Euthanasia certification.

Must possess a valid Class E State driver's license at the time of appointment.

Established: 01-21-16