



June 2019
FLSA: Non-Exempt

SHELTER ASSISTANT

DEFINITION

Under direct supervision, cleans and maintains the Town's animal shelter facility; feeds, monitors and handles domestic and wild animals held at the shelter; assists the public in locating and handling animals; assists Animal Control Officers in running the shelter, as necessary; performs general clerical functions; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Animal Control Supervisor. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is an entry-level classification that performs a variety of duties related to the care of animals and the maintenance and cleaning of Town animal shelter facilities. Initially under close supervision, incumbents with basic experience learn Town systems, operations, practices, and procedures. As experience is gained, assignments become more varied and are performed with greater independence. Assignments may vary with the skill and training of the incumbent. This class is distinguished from Animal Control Officer in that the latter class has responsibility for enforcing state and local laws related to the control of animals and is empowered with limited peace officer authority in the conduct of official duties.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Receives stray, unwanted and other domestic and wild animals at the Town animal shelter from Animal Control Officers and the public.
- Monitors animals for signs of illness or injury and reports symptoms to appropriate staff.
- Places animals in appropriate shelter areas according to species and special requirements, such as court-ordered quarantine or isolation pending identification of diseases.
- Scrapes, washes, disinfects and dries kennel runs; cleans, changes and disinfects cage linings.
- Feeds and provides water for animals; bathes animals and performs related animal grooming and care.
- Provides effective customer service; explains shelter policies and procedures.
- Assists the public in claiming lost animals or selecting pets for adoption.
- Assists in maintaining records and completes forms regarding the location, care, feeding and disposition of shelter animals.
- Assists staff with medical exams, vaccinations, and euthanasia.
- Performs routine custodial and grounds maintenance work in the cleaning and maintenance of shelter buildings and grounds.
- Stocks animal food and shelter supplies.
- Assists in opening and closing shelter facilities at designated times of day.
- Performs general clerical work as required.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic health and safety issues related to handling and caring for animals.
- Basic species and breed identification of a variety of domestic and common wild animals.
- Symptoms and behavior associated with rabies and other common diseases of animals.
- Methods and techniques of animal capture.
- General custodial and grounds keeping methods and equipment.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Handle animals humanely and effectively under stressful circumstances.
- Respond calmly and effectively in an emergency situation.
- Prepare accurate and complete records.
- Perform basic mathematical computations with accuracy.
- Learn to operate various equipment and tools used in shelter operations.
- Understand, interpret, and apply pertinent laws, codes, regulations, policies and procedures, and standards relevant to the shelter operations and care, keeping, treatment and impounding of animals.
- Effectively represent the department and the Town in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Learn and understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from the twelfth (12th) grade and six (6) months of experience working with animals in a humane care setting or other experience providing a basic understanding of animal care and handling. Graduation from a Veterinarian Technician program may be substituted for the required experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard animal control facility and office setting and use standard office equipment, including a computer, and to walk on uneven terrain; strength, stamina, and mobility to perform medium physical work; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Incumbents are primarily assigned to an animal control facility with frequent standing in work areas and walking between work areas. Wrist flexion and lateral rotation are necessary in combination with grasping to handle a snare and leash. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds, or heavier weights with the use of proper equipment and assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees primarily work in an animal control facility with exposure to loud noise levels and may be exposed to animal hair, dust, and potentially hazardous physical substances. Work involves potential exposure to wild, dangerous, and/or diseased animals, animals known to cause allergies, animal waste, and animal bites. Employees may interact with upset residents and/or public and private representatives in interpreting and enforcing departmental policies and procedures.