



ANIMAL SHELTER ATTENDANT

DEFINITION

Under general supervision, provides humane care to domestic and wild animals held at the County's animal shelter; cleans and maintains animal shelter facilities; evaluates animals for adoption; maintains computerized records; assists the public with adoptions, surrenders, and lost and found animals; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a fully qualified journey-level classification that performs a variety of duties related to the care of animals held at the County's animal shelter and the maintenance of animal shelter facilities. Positions at this level perform of the full range of duties as assigned, work independently, and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Receives stray, unwanted, and other wild or domestic animals or livestock at the animal shelter.
- Places animals in appropriate shelter areas according to species and special requirements as directed.
- Provides humane care of domestic and wild animals at the shelter; feeds and medicates animals.
- Bathes animals and performs related animal grooming and care.
- Assists with minor surgical procedures performed within the shelter facility.
- Maintains medical and behavioral records on all animals in care.
- Assists the public in claiming lost animals or selecting animals for adoptions; assists in the handling of animals; describes animals' behavior and apparent training and habits.
- Maintains computerized records and completes forms regarding care, feeding, and disposition of animals.
- Maintains animal shelter, including cleaning and disinfecting kennels, cages, and equipment; washes dishes and laundry; takes out garbage; performs custodial duties.
- Assists in stocking food and shelter supplies, and maintaining inventory.
- Performs euthanasia in accordance with department and state rules and regulations; disposes of deceased animals.
- Provides effective customer service; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, and procedures in response to inquiries and complaints from public.
- Assists with front desk duties as needed.
- May open and close shelter facilities at designated times of day.
- May assist Animal Services Officers as needed.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- 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.
- Various equipment and tools used in the operation of an animal shelter.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to the care, keeping, treatment, and impounding of animals.
- Policies and procedures relating to shelter operations and animal care, feeding, handling, adoption, euthanasia, and disposal.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County 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 programs, projects, 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.
- Administer medication to animals, treat animal wounds, and perform euthanasia in accordance with County policy.
- Deal tactfully and effectively with the public, and respond calmly in emergency situations.
- Explain animal behavior, characteristics, and animal adoption procedures to the public.
- Understand and follow oral and written directions.
- Keep accurate written and computerized records.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- 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 the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

One (1) year of personal or professional experience working with or providing care to animals.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License and a satisfactory driving record.
- Must be eligible to obtain a veterinary assistant controlled substance permit within one (1) year from date of appointment.
- Possession of a euthanasia certification is highly desirable.
- Ability to obtain, a Euthanasia Training Certificate, within one (1) year from time of appointment, or upon conclusion of the first available certified training program, if more than one (1) year.

PHYSICAL DEMANDS

Must possess mobility to work in a standard animal control facility and office setting and use standard office equipment, including a computer; to operate a motor vehicle; and to walk on uneven terrain; strength, stamina, and mobility to perform medium physical work; vision to read printed material 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, typewriter 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 animals up to 50 pounds, as necessary to perform job functions. Reasonable accommodations will be made for individuals on a case-by-case basis.

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 members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be willing to work in a setting characterized by exposure to rabies, animal waste, and various cleaning and disinfecting chemicals. Must be available to work irregular hours, which may include early mornings, evenings, weekends, holidays, and/or during disasters.