MAJOR FUNCTION

This is specialized work in the care and maintenance of animals held in temporary custody in the Tallahassee-Leon Community Animal Services Center employing highly developed customer service skills, knowledge of animal handling, small animal care, and general animal center and kennel operation and maintenance. An employee in a position allocated to this class must recognize and handle potential problems regarding the health and safety of shelter animals. Work is assigned and performed under the direction of a supervisor. Work is reviewed and evaluated by observation and effectiveness of results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties

Assists the public in all aspects related to surrendering, reclaiming and adopting animals, including records maintenance and the collection of fees or fines as mandated by municipal codes. Performs regular kennel maintenance by cleaning animal cages and shelter areas, feeding and watering animals and relocation of animals within the shelter. Participates in daily disinfecting procedures to help minimize disease. Conducts laboratory diagnostic tests for animal health screening purposes, administers vaccinations and medications, and draws blood. Assists Animal Control Officers with unloading and placement of aggressive, sick and uncontrollable animals when needed. Processes incoming animals, including paperwork completion and extensive intake procedures. Maintains a detailed inventory of equipment and supplies. Performs euthanasia of animals as determined by resources. Monitors all sheltered animals for health and behavior. Assists in developing practices, policies and procedures to improve service delivery. Performs extensive office work as is necessary to support the Animal Service Center's operational needs. Performs building maintenance, janitorial duties, manual labor, driving and operation of crematorium as required. May manage the volunteer program including recruit, train and coordinate volunteers; may perform the administrative and clerical duties associated with the program. May supervise volunteer staff.

Other Important Duties

Operates a computer terminal used in maintaining records of animals, drugs, food and other supplies used in the Animal Service Center. Performs related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills

Ability to deal courteously with the general public and handle volatile situations on a regular basis. Ability to recognize animal breeds. 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 operate routine office equipment. Ability to work during adverse weather conditions. Ability to lift heavy articles. 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. Knowledge of rules, regulations, and policies involved in the administration of assigned functions.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and one year 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 three years of direct customer service experience, combined with responsible personal pet ownership of at least one year. 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.

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