

**WAYNE COUNTY JOB DESCRIPTION for
ANIMAL SERVICES DEPARTMENT****GENERAL WORK FUNCTIONS**

Under general supervision, the Animal Shelter Attendant is responsible for providing humane care and treatment to animals that are impounded at the county's animal shelter. The attendant will assist the public when taking animals into the facility and when adopting animals out of the facility. The shelter attendant is also responsible for assisting to promote responsible pet ownership within the community and completing other tasks as assigned. Reports to the Animal Shelter Supervisor

SPECIFIC DUTIES AND RESPONSIBILITIES

- Ensure that all animals within the shelter are provided with the essential care to meet state and internal policy requirements, including providing basic housing, cleaning & disinfecting, food and water, medical care, bathing/grooming.
- Cleans and maintains the animal services facilities, including the shelter, office areas, grounds, keeping free of trash and animal waste. Conducting routine inspections of facilities to ensure health, welfare, safety of animals, employees, and the public. Reporting any potential issues or threats to supervisor.
- Observes and evaluates animals for signs of illness or injury and reports symptoms to appropriate staff member(s). Administers medications and humanely euthanizes both wild and domesticated animals.
- Evaluates animals for any signs of aggression, or fear, helps socialize animals. Making observations to determine if animals are eligible for adoption or rescue.
- Assists and provides excellent customer service to citizens interested in adopting animals, searching for lost and found pets, or have questions regarding animals or shelter policies and procedures. The employee is also responsible for promoting responsible pet ownership practices and providing education to the public regarding regulations and humane animal care practices.
- Impounds and process animals, completing all appropriate forms and following intake procedures, placing animals in housing according to size, sex, needs, and circumstances.
- Maintains accurate and legible records relating to animal care, supply inventory, euthanasia logs, and other forms as required.
- Utilizes computerized data entry equipment and software to enter, store and/or retrieve data as requested or otherwise necessary.
- Assists with annual rabies clinic
- Answers the telephone and receives inquiries regarding animal-related complaints; prepares complaint forms and dispatches animal control officers as appropriate; provides information based on considerable knowledge of Department programs and activities, or refers callers to appropriate personnel for assistance, as necessary; routes messages for Department personnel, as needed.
- Operates the shelter's cremation machine and assists with the disposal of deceased animals in accordance with state and county laws; other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Considerable knowledge of general policies and procedures of the Animal Services Department.
- Considerable knowledge of arithmetic, grammar, spelling, punctuation and vocabulary.
- Some knowledge of how to update websites and take digital photographs of pets that are at the shelter.
- Skill in the use of common office machines, including fax machines, telephones and copiers.
- Skill in word processing, spreadsheets and file maintenance programs as well as basic data entry.
- Skill in being creative, being comfortable around crowds and speaking to large groups.

- Ability to maintain complete and accurate records and to prepare reports from them.
- Ability to analyze and record information and to balance figures.
- Ability to verify documents and forms for accuracy and completeness.
- Ability to screen communications and, based on content, handle independently or route to proper source.
- Ability to follow moderately complex oral and written instructions.
- Ability to use judgment in organizing and establishing format.
- Ability to exercise tact and courtesy in contact with County personnel, vendors, volunteers and the public.
- Ability to exercise judgment and initiative in applying standards to a variety of work situations.
- Ability to establish and maintain effective working relationships as necessitated by work assignments.
- Working knowledge of animal behavior, illness, diseases and identification of various animals and breeds.
- Working knowledge of laws and ordinances related to animal control, including humane animal collection, care and disposal methods.
- Working knowledge of the care and characteristics of wild and domesticated animals and have ability to recognize signs of illness, disease and injury.
- Must also have ability to identify animal species, breeds, ages, gender, etc.
- Working knowledge of animal control work and the skills, abilities and risks related to this work.
- Working knowledge of the safety practices concerning the handling of animals
- Ability to maintain readiness to work on a 24-hour, call-in basis.
- Ability to use equipment for capturing and euthanizing animals.
- Ability to prepare and maintain records concerning daily activities.

ADDITIONAL JOB FUNCTIONS

- Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Minimum:

- High School Diploma or GED required.
- Experience in animal handling, veterinary assisting/technology, kennel or animal control work; or any equivalent combination of training and experience which provides the required knowledge, skills and abilities
- Must possess Valid Driver's License

Special Requirement:

- Must be ECT (Euthanasia Certified Technician) certified within 1 year of hire date.

**MINIMUM STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

Physical Requirements: Must be physically able to operate a variety of machines and equipment, including computers, two-way radios, hand tools, animal traps, euthanasia equipment etc. Must be physically able to operate a motor vehicle. Must be able to exert up to 100 pounds of force occasionally, up to 50 pounds of force frequently, and/or up to 25 pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects. The employee is required to have the ability to maintain body equilibrium when bending, stooping, crouching, climbing, reaching and/or stretching arms, legs or other parts of body. Work involves walking, standing and running, and may involve physical confrontations. Physical demands are those for Heavy Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether like or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability to speak and/or signal people to convey or exchange information, includes receiving instructions, assignments and/or directions from superiors.

Language Ability: Requires the ability to read a variety of reports, correspondences, forms, etc. Requires the ability to prepare a variety of correspondences, reports, forms, etc., using prescribed formats. Must be able to speak to people with poise, voice control and confidence.

Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in Standard English.

Numerical Aptitude: Requires the ability to utilize mathematical formulas. Must be able to add, subtract, multiply and divide; calculate decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using animal restraint devices. Employee must be able to operate a motor vehicle.

Manual Dexterity: Requires the ability to handle a variety of equipment such as keyboards, control knobs, toggle switches, etc. Must have minimal levels of eye, hand and foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress or when confronted with emergency situations.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear). Must be able to communicate via telephone.

I have read and understand the nature of this position and the required duties described. I understand this is not an exhaustive list of duties that may be asked of me in this position. I am capable and willing to perform these duties.

Employee's Signature: _____

Date: _____