



Town of
Apple Valley

August 2015
FLSA: NON-EXEMPT

**ANIMAL SHELTER SPECIALIST/
SENIOR ANIMAL SHELTER SPECIALIST**

DEFINITION

Under general supervision, provides a wide variety of animal shelter support duties involved in the care of impounded animal, cleaning and maintaining animal care facilities, and operating light vehicles; performs related work as required. Responsible for developing foster caregivers and rescue opportunities for sheltered animals. Qualifies rescue groups and foster caregivers, maintains updated databases of contacts, and activities. Enforces processes related to foster/rescue activities. Conducts regular meetings with rescue groups. Monitors and reports results to meet performance measures. Provides animal care related information to citizens and organizations interested in rescuing and placing animals in foster care. Processes various applications and can provide assistance with Animal Care as necessary. Does not supervise any staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. No direct supervision of staff is exercised. May provide training to less experienced staff.

CLASS CHARACTERISTICS

Shelter Specialist: This is the entry-level class in the Animal Services Department and performs a range of routine and complex animal services duties, including impounding animals, providing customer service to patrons, keeping shelter and kennel areas clean, and assisting with euthanasia decisions. As knowledge and experience are gained, the work becomes broader in scope; assignments are more varied, and are performed under more general supervision. This class is distinguished from the Animal Shelter Supervisor in that the latter has full supervisory responsibilities for the animal shelter function, including training, scheduling, performance evaluations, and discipline.

Senior Shelter Specialist: This is a journey-level class in the Animal Services Department. Incumbents perform a variety of specialized animal shelter support duties and technical maintenance activities for animal care facilities, fleet vehicles, and other administrative, budgetary, database, and support work.

EXAMPLES OF ESSENTIAL 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.

- Maintains animal shelter facilities, including cleaning and disinfecting kennels, equipment, and checking fire extinguishers and smoke detectors; cleans facility yard; cleans office areas and restrooms; contacts vendors for maintenance repair estimates.
- Provides care to impounded animals by providing food, water, and comfort; observes animal behavior and health; isolates sick, quarantined, or injured animals; notifies supervisor or other staff members if an animal needs immediate veterinary care.
- Reviews adoption applications to ensure the appropriate placement of animals; counsels citizens regarding animal behavior and temperament; obtains final approval from Animal Shelter Supervisor or designated supervisor.
- Assists in screening calls and visitors; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from public.
- Takes photographs of animals, posts them on the animal shelter website, and enters information into the appropriate database for adoption purposes.
- Maintains shelter and office supplies, including inventory, order, and pick-up; operates forklift to store supplies.
- Assists staff with medical exams, drug administration, euthanasia, and microchip implants.
- Provides appropriate housing placement of animals brought into the shelter; updates and modifies impound records; enters information into database; prints applicable forms and obtains appropriate signatures; issues kennel cards.
- Oversees volunteers and work release workers.
- Assists in evacuation of animals during local emergencies or disasters.
- Advises and responds to complex inquiries regarding services, ordinances and procedures related to rescue and foster of animals.
- Contacts foster/rescue groups and caregivers in a timely manner; coordinates pick up of animals according to established time frames; prepares and completes documentation; conducts follow-ups and prepares related reports.
- Identifies and evaluates animals for placement with foster homes and rescue groups.
- Coordinates activities that increase chances of animals being rescued/fostered, including veterinary care, animal grooming, etc.
- Recruits, provides orientation, training, and qualifies rescue and foster groups.
- Conducts special projects related to community-wide foster/rescue efforts; conducts regular meetings with rescue groups.
- Conducts follow up activities with foster/rescue groups, and homes to ensure quality control and compliance with program policies, laws, and achievement of goals.
- Performs related duties and fulfills responsibilities as required.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Safe and humane animal handling, housing and care.
- Good customer relations practices.
- Handling multiple tasks and prioritizing.
- Handling conflict and uncertain situations.
- Observation and classification of animals.
- Methods and techniques of handling, collection, impoundment, and registration of a variety of wild and domestic animals in various conditions.
- Identification of various breeds of dogs, cats, and other domestic and wild animals.
- Principles of animal behavior and humane care.

- Applicable codes, regulations, policies, and technical processes and procedures related to the department to which assigned.
- Safe work methods and safety practices pertaining to the work, including the handling of hazardous chemicals.
- Safe driving rules and practices.
- The operation and maintenance of a variety of, vehicles.
- Modern office practices, methods and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.
- Techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.

Ability to:

- Establish and maintain effective and cooperative working relations with the public and other employees.
- Read and comprehend laws and regulations pertaining to animal control.
- Recognize symptoms of common animal diseases; ability to lift and handle cats, dogs (including large breeds).
- Prepare and organize statistical records.
- Handle animals in a humane and compassionate manner.
- Learn, interpret, and apply administrative and departmental policies and procedures.
- Respond to phone calls, walk-up traffic, and other requests for information.
- Conduct safety inspections and establish safe procedures.
- Estimate needed materials and labor and secure sufficient quantities.
- Organize, maintain, and update office database and records systems.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Operate modern office equipment, including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain 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:

Shelter Specialist and Senior Shelter Specialist: Equivalent to the completion of the twelfth (12th) grade.

Shelter Specialist: One (1) year of experience in caring for animals in an animal related care facility, animal shelter, veterinary hospital setting or approved equivalent, including animal care rescue for foster organizations. Two (2) years of customer service experience. Three(3) years of experience working as an AVAS Animal Shelter Attendant, or equivalent.

Senior Shelter Specialist: In addition to the above, two (2) years of experience caring for animals in an animal related care facility and one (1) year varied maintenance experience, preferably involving commercial animal shelter facilities and equipment.

License:

- Valid California class C driver's license with satisfactory driving record and automobile insurance.
- Must obtain initial or renewal of euthanasia certification within first twelve (12) months of employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard 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 materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a field classification with frequent standing in work areas and walking between work areas required. 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 climb, lift, bend, stoop, kneel, reach, have extended sitting, standing and walking, push and pull drawers open and closed to retrieve and file information and evaluate and/or restrain animals. Frequent lifting and carrying up to 50 pounds and greater than 50 pounds with assistance; visual acuity, speech and hearing; hand and eye coordination and manual dexterity. Working conditions are inside and outside with frequent exposure to temperature variations, hazardous chemicals, noise, dirty environment, confining work space, and unfavorable odors. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees primarily work outside with exposure to loud noise levels and may be exposed to inclement weather conditions, animal hair, dust, and potentially hazardous physical substances. May involve exposure to wild, dangerous, and/or diseased animals, and animals known to cause allergies. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.