



## CITY OF POCATELLO CLASSIFICATION SPECIFICATION

### Adoption Counselor – Part Time

Department: Animal Services

Reports to: Animal Services Supervisor

Pay Grade: P03

Date Established: 4/20/17

Date Modified: 4/2018

FLSA Status: non-exempt

#### **CLASSIFICATION SUMMARY**

The Adoption Counselor position provides clerical and administrative support and typically serves as the first point of contact for all external and internal customers by courteously and professionally greeting customers via telephone, email, and face-to-face meetings.

The job involves a variety of clerical and administrative support duties while applying existing policies and procedures to complete assignments. The job involves working with automated systems, computer records systems and/or other specialized software. Duties include answering and routing phone calls, scanning, indexing, and organizing electronic and hardcopy documents, performing data entry, processing paperwork, generating reports, basic bookkeeping and/or accounting, and supporting other personnel as required.

In addition, the position provides back-up support for kennel staff as required which may include cleaning cat condos and helping clean kennels on the adoption floor. This position is also responsible for helping clean and feed the adoptable cats.

The job works independently under general supervision, within established guidelines and procedures, and requires a great amount of attention to detail. The work requires initiative, independent judgment, and accuracy.

The job works in a general office environment with a moderate noise level and occasional in the kennels or adoptable cat area.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)***

Answers and routes phone calls, responds to customer requests and provides information regarding applicable policies and procedures. Responsible for dealing with the public and the disposition of animals through owner claims and adoptions, assisting the public with lost/found animals, and assisting with the dispatch of officers.

Performs data entry and generates reports. Performs basic bookkeeping duties.

Assists with editing, copying, and printing, scanning and mailing various documents.

Works with projects and assignments generated by other staff and channeled through direct supervisor. Such as posting to social media, animal photography, and updating databases.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

Performs all work duties and activities in accordance with City policies, procedures, and safety practices.

#### **CLASSIFICATION REQUIREMENTS**

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to perform each essential duty satisfactorily and be successful in the position.

##### **Knowledge of:**

- Customer service principles and procedures;
- Basic bookkeeping and accounting methods;
- Modern office function and operations;
- Operation of standard office equipment and a personal computer and job-related software applications for word processing, spreadsheets, desktop publishing and other required applications.
- Basic pet medical needs. (Vaccinations)
- Basic pet behavior and training. (i.e. house training a dog)
- Basic Pet care. (i.e. food needs, litter box needs, grooming needs)
- 2-way radio and dispatching

**Skill and Ability to:**

- Perform clerical and administrative office functions such as record keeping, file maintenance, data entry and customer service;
- Answer inquiries and provide information to the public, other City departments, businesses and private citizens;
- Accept, review and process documents and records within established guidelines and procedures;
- Operate a personal computer and job-related software applications;
- Maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, and the public;
- Maintain a professional demeanor at all times;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments in a timely fashion; understand and comply with all rules, policies and regulations;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

**ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS**

- High school diploma or GED; and
- Six (6) months office experience preferred; and/or
- Six (6) months customer service experience preferred.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

**PHYSICAL REQUIREMENTS**

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, and work in an office environment. The job requires hand/finger dexterity to keyboard or type, handle materials, manipulate tools, and reach with hands and arms. The job requires operation of office equipment. The employee must occasionally lift and/or move up to 25 pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Ability to work with and be around animals for 5-7 hours at a time.