

CITY OF IOWA CITY - Job Description

Job Class #02-14

FLSA Non-Exempt
Civil Service

Identification

Position Title: Animal Center Assistant
Department: Police
Division: Animal Services
Supervisor: Animal Services Supervisor

Job Summary

Under immediate direction, serves as a front office public relations receptionist, cashier, dispatcher, and adoption coordinator. Impounds animals and assists with animal care and cleaning of the entire facility.

Essential Job Duties and Responsibilities

Performs clerical and cashier duties.

Processes payments (currency, check, and credit cards) for services.

Balances drawer daily.

Runs daily finance reports, **researches** discrepancies and **reports** them to Animal Services Supervisor.

Performs computer input and data entry for services provided and animal records, **issues** licenses and dog park tags, files, and **completes** adoption and reclaim paperwork for impounded animals.

Impounds animals brought to the facility by citizens.

Enters information about each impounded animal into the Animal Services database.

Attempts to **locate** owners of lost and/or injured animals, through any available information in order to **return** animals to owners.

Answers the telephone and **dispatches** calls to Animal Control Officers and JECC via phone calls; **assists** Animal Services Officers in field with historical data look up to aid in Officer's investigations.

Provides customer service to walk in visitors as well as phone and/or electronic inquiries.

Answers public questions relating to Iowa City Animal Ordinances, impounded animals and community and animal related problems.

Gives referrals to community resources.

Coordinates all aspects of the adoption process including adoption counseling with the general public for animal matching.

Educates and **helps** train hourly employees, volunteers, students and community service workers in general kennel operations; **assigns** work and duties to those individuals.

Assists with the Animal Services volunteer, foster, dog training and other community programs.

Assists with coordinating and promoting aspects of Animal Services events, tours and other community outreach.

Accepts donations.

Assists with grant preparation and gift solicitation.

Provides essential animal care following the center's protocols including vaccinating, providing shelter, food, water, and medical treatments for impounded animals.

Assists with **preparing** samples and **performing** laboratory screening tests including animal restraint.

Assists with meeting the needs and **cares** for animal's physical health including **bathing** and **grooming** and behavioral health including **training** and **providing** mental exercise and enrichment

Performs euthanasia and **prepares** samples for rabies testing.

Maintains controlled substance records.

Assists with the **cleaning** and **disinfecting** of all animal housing areas including cages, kennels and animal equipment.

Performs facility custodial duties including **washing** windows, **cleaning** floors, **cleaning** bathrooms, and other general facility cleaning and maintenance.

Conducts self in a manner which **promotes** and **supports** diversity and inclusivity in the workplace and community.

Performs all other related duties as assigned.

Physical and Environmental Conditions

The physical demands and work environment conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this job and are encountered while performing those essential functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, feel or grip firmly; reach with hands and arms; and stoop, kneel, crouch, bend, climb, crawl or balance. The employee frequently is required to talk, hear, and smell. The employee is occasionally required to sit, climb or balance. The employee must frequently (34-66% of the workday or maximum 1 lift, push, pull, carry or move every two minutes) up to 25 pounds,

occasionally (11-33% of the workday or maximum 1 lift, push, pull, carry or move every 30 minutes) up to 50 pounds, infrequently (0-10% of the workday or maximum 1 lift, push, pull, or carry or move every hour) more than 100 pounds with assistance. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Hand dexterity, balance and strength are essential in performing treatments on animals and during animal handling.

While performing the duties of this job, the employee is required to work closely with both domestic and wild animals and will be exposed to related hazards. The employee is regularly exposed to communicable and Zoonotic diseases, wet and/or humid conditions, fumes or airborne particles, and toxic or caustic chemicals. The employee is frequently exposed to outside weather conditions; freezing ice and cold, slippery conditions and extreme heat. The employee is occasionally exposed to moving mechanical parts and high, precarious places. The employee may be exposed to biohazards.

The noise level in the work environment is usually very loud.

Minimum Education, Experience and Certification

High school degree or equivalent required. Six months general office/clerical experience and some animal care and handling experience required. Valid driver's license with satisfactory driving record required. Must be 18 years of age per Iowa Code 92.8. Must pass criminal background check.

Preferred Education, Experience and Certification

One year of general office/clerical experience and one year of animal care and handling experience preferred. Euthanasia Technician certification preferred and will be required within one year of hire.

Knowledge, Skills, and Abilities

Knowledge of animal care and animal behavior. Must be comfortable around animals and able to handle fractious animals at times. Ability to administer medications and perform euthanasia. Skills in computer and data entry. Oral and written communication skills. Must be willing to work in a very busy, hectic, high stress environment. Must be able to multitask and work directly with the public in very emotional, sometimes highly charged environment. Must be able to disseminate educational information to the public relating to the center's mission. Must have skills in computer and data entry and oral and written communication skills. Must be able to work both independently and as a team in a very busy, hectic, high stress environment. Must have the ability to multi-task, prioritize, and effectively delegate. Must be able to and work directly with the public in very emotional, sometimes highly charged environment. Must be able to disseminate educational information to the public relating to the center's mission. Must have excellent public relations experience, be public service oriented and believe in the mission of the division.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position.