

CITY OF IOWA CITY - Job Description

Job Class #04-20

FLSA Non-Exempt
Civil Service

Identification

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

Job Summary

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

Essential Job Duties and Responsibilities

Provides customer service and **acts** as first point of contact for the animal shelter for walk-in visitors.

Takes and **routes** messages, **dispatches** non-emergency calls, **answers** questions for the public by **providing** factual information, **handles** inquiries and complaints from walk-in visitors.

Performs clerical and cashier duties.

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

Responds to questions and **educates** the public regarding animal services programs and outreach opportunities.

Gives referrals to community resources.

Educates the public regarding City and State codes and ordinances that pertain to animal keeping, care, welfare and public safety.

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

Runs daily finance reports, **researches** and **remedies** discrepancies.

Orders and **maintains** inventories of operational supplies.

Assists with preparation of work schedules for division personnel.

Educates and **trains** hourly employees, volunteers, student and community service workers in general shelter operations.

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

Impounds animals brought to the facility by citizens and **attempts** to locate owners of lost and/or injured animals.

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** animals' 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.

Ensures all procedures are documented accordingly.

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

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. A minimum of 1 year of successful work experience in the following three areas required: animal care, customer service and office clerical. Or equivalent combination of education and experience. Excellent verbal, written, interpersonal communication and computer skills 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

Associate degree or above from an educational institution accredited by a DOE recognized accreditation body or equivalent experience in animal services or related field. 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. Ability to establish effective working relationships between department staff, the public, and community partners. Ability to prepare written materials, including records, reports, and educational materials. Skills in listening, written and verbal communication, problem solving, and time management. 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 a very emotional, sometimes highly charged environment. Skills in computer and data entry. Ability to identify priorities, develop realistic work plans, and work on multiple tasks. Ability to work in a team environment and independently. Knowledge of community resources. Ability to maintain inter- and intra-department confidentiality. Ability to work with a diverse population. Must 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.