

MAJOR FUNCTION

This is specialized work in the care and maintenance of animals held in temporary custody in the Tallahassee-Leon Community Animal Services Center employing highly developed customer service skills, knowledge of animal handling, small animal care, and general animal center and kennel operation and maintenance. An employee in a position allocated to this class must recognize and handle potential problems regarding the health and safety of impounded animals. Work is assigned and performed under the direction of a supervisor. Work is reviewed and evaluated by observation and effectiveness of results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Receives and dispatches customer service requests for animals that have been injured, are dangerous or are running at large. Assists the public in all aspects related to reclaiming and adopting animals, including records maintenance and the collection of fees or fines as mandated by municipal codes. Performs regular kennel maintenance by cleaning animal cages and shelter areas, feeding and watering animals and relocation of animals within the shelter. Participates in daily disinfecting procedures to help minimize disease. Conducts laboratory diagnostic tests for animal health screening purposes. Assists field personnel with unloading and placement of aggressive, sick and uncontrollable animals when needed. Processes incoming animals, including paperwork completion. Maintains a detailed inventory of equipment and supplies. Performs euthanasia on animals not adopted or claimed. Monitors all sheltered animals, including quarantine bite animals. Prepares rabies suspect specimens for shipment to the laboratory. Assists in developing practices, policies and procedures to improve service delivery. Performs general office work as is necessary to support the Animal Service Center's general operational needs. Performs related work as required.

Other Important Duties

Operates a computer terminal used in maintaining records of animals, drugs, food and other supplies used in the Animal Services Center. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Knowledge of the symptoms of rabies in animals. Ability to deal courteously with the general public. Ability to prepare routine reports. Ability to recognize animal breeds. Ability to perform routine manual work. Ability to operate routine office equipment. Ability to work during adverse weather conditions. Ability to lift heavy articles. Ability to learn the use and operation of various routine maintenance equipment and tools, and ability to operate such equipment in a safe manner. Skill in the use of personal computers and associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and two years of experience in human care giving, animal care, animal grooming, animal control enforcement or similar experience with animals; or possession of a high school diploma or an equivalent recognized certificate and three years of direct customer service experience, combined with responsible personal pet ownership of at least one year; or an equivalent combination of training and experience. Responsible personal pet ownership must be documented via presentation of records from a veterinarian, kennel, etc., reflecting ownership and care (vaccinations, neutering, spaying or wellness check-ups) over at least one year.

Necessary Special Requirement

Within one year of employment, must obtain Euthanasia certification.

Established: 11-05-96

Revised: 12-19-97

04-22-99

04-16-03

06-24-03

10-02-03*

02-01-06

07-06-09

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