

SENIOR ANIMAL SERVICES REPRESENTATIVE**DEFINITION**

Under general supervision, provides clerical and administrative support for clients in the Animal Center; greets clients and assists with check-in/check-out at the front desk and lobby including directing to complete appropriate forms; answers inquiries, evaluates calls and determines appropriate routing and response according to established policies and procedures; provides information regarding Animal Center resources, events and programs; performs data entry and updates records and animal profiles in the kennel management software system; accepts and processes payments and issues receipts; provides lead direction and training to assigned staff and volunteers; and performs related work as required.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from the Animal Center Supervisor. Exercises no supervision, provides lead direction to Animal Services Representative I/II incumbents and volunteers.

DISTINGUISHING CHARACTERISTICS

Senior Animal Services Representative is the advanced and lead level classification in the Animal Services Representative classification series. Incumbents are typically the first point of contact and are focused on greeting clients and directing the completion of appropriate forms; responding to inquiries and evaluating calls to determine appropriate routing and response; providing information on Animal Center procedures and programs such as the intake process, adoptions, licensing, spay/neuter, vaccines, foster, volunteers, owner surrender, rescue and special events; processing payments and issuing receipts for services; and entering information into the computer system and maintaining logs and records of activity.

Senior Animal Services Representative is the advanced and lead level in the Animal Services Representative classification series. Incumbents provide lead direction and training to Animal Services Representative I/II staff and perform the most complex duties. Senior Animal Services Representative differs from Animal Services Representative II in that the latter is the experienced level and incumbents are not responsible for providing lead direction or training.

Incumbents will be required to work nights, evenings, weekends, and holidays and respond to after-hours emergencies as needed; will be exposed to a working environment with animals (primarily dogs and cats) which may lead to possible exposure of unpleasant odors and noises, allergens, interactions with animals, and possible exposure to zoonotic diseases; and will be required to handle and restrain animals humanely and safely using approved protocols and practices.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

May include, but not limited to the following:

Senior Animal Services Representative

Page 2

Provides lead direction in coordinating and monitoring the work of assigned staff and volunteers; provides training to staff in work procedures and methods; performs the most complex duties requiring initiative, discretion and advanced knowledge of Animal Client Services Representative functions.

Greets clients and directs the completion of appropriate forms; answers inquiries, evaluates calls and determines appropriate routing and response according to established policies and procedures; provides information on Animal Center procedures and programs including in the intake of stray or deceased animals, trap-neuter-release, owner surrenders, adoptions, licensing, spay/neuter, vaccinations, foster, volunteer and rescue; refers clients to staff and resources for low cost food, training, medical care and animal enclosures to assist in retaining pets in their homes.

Reviews applicable forms and verifies information is complete and accurate and within the jurisdiction of the City of Fresno; refers the public to the appropriate jurisdiction or agency as needed.

Researches microchip information to locate the registered owner of animals brought into the Animal Center; makes contact with registered owners and arranges for pick up, return to owner or animal surrender; updates information in the kennel management software system; follows up with Animal Center staff for additional information on forms.

Processes payments including cash, checks, credit cards and issues receipts; receives in kind donations and provides donors with forms; receives monetary donations from donor, enters information into the kennel management software system, prepares and issues receipts; balances receipts and provides to financials staff for processing.

Assists the public including interested parties and rescue organizations in providing information on animals that are pending and being held or are available for adoption or transportation; ensures animal information is accurate and up to date in the kennel management software system including information on health, vaccinations, temperament and outcomes before an animal is released to the public or another party.

Monitors office supplies and submits requests to reorder supplies; maintains copies of all appropriate forms including in respective files and forms accessible to the public; maintains animal information in the kennel management software system including scanning completed forms and ensuring all forms are filed appropriately; monitors calendars for daily activities and special events; participates in special events as needed.

May generate reports, memos, correspondence, activity logs and maintains animal data through forms and databases and files.

Operates two-way radio, cellular devices, computer hardware and software and other equipment.

May utilize equipment such as animal catch pole, leashes, harnesses, muzzles, physical restraints and animal traps when necessary.

May be required to handle and restrain animals humanely and safely using approved protocols, personal protective equipment (PPE) and practices including assisting in cleaning and disinfecting kennel areas, food dishes and equipment along with feeding and exercising animals.

Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Applicable Federal, State and local laws, codes, regulations and ordinances regarding animal adoptions, foster, rescue, spay/neuter and vaccinations.

Animal behavior and symptoms of common diseases including rabies.

Various breeds and behavior of dogs, cats, and other domestic animals.

Principles and practices of effective customer service.

Principles and practices of records management and file maintenance.

Proper English usage, grammar, spelling and punctuation.

Basic arithmetic.

Safe work practices related to animal handling and care including the use of equipment.

Current trends and issues affecting animal services.

Skill/Ability to:

Provide lead direction and training in work procedures and methods to assigned staff and volunteers.

Read, understand, interpret and apply ordinances, laws, departmental policies, rules and regulations affecting animal programs including agency jurisdiction, adoptions, foster and rescue.

Engage with the community in education and awareness on animal resources such as licensing, vaccinations, rabies control, pet ownership responsibilities, spay/neuter, rescue and adoptions.

Complete basic mathematical calculations in processing payments, receiving donations and issuing receipts.

Utilize kennel management software system to enter, process and maintain animal information.

Lift and restrain animals up to and over 50 pounds; walk, sit and/or stand for extended periods of time with or without reasonable accommodation.

Establish and maintain effective working relationships with community members, organizations and stakeholders in the course of work.

Observe and maintain a safe working environment in compliance with established safety programs and procedures.

Prepare clear and concise reports, records, correspondence, activity logs and other written materials.

Communicate effectively both orally and in writing.

Operate modern office equipment, including computer hardware and software applications and kennel management software systems.

May be required to handle and restrain animals humanely and safely using approved protocols, personal protective equipment (PPE) and practices.

May work outdoors and in various weather conditions.

Operate a motor vehicle safely.

MINIMUM QUALIFICATIONS

Education:

High School diploma or GED equivalent, at time of appointment.

Experience:

One (1) year of experience as an Animal Services Representative II, Radio Dispatcher, Customer Services Clerk II or Call Center Representative II with the City of Fresno.

OR

Three (3) years of increasingly responsible clerical experience in an animal centric setting. Private pet ownership is not qualifying experience.

Special Requirements:

Possession and continued maintenance of a valid California Driver's License may be required.

Recruitment may be limited to a specific area of expertise as required by operational needs.

APPROVED: (Signature on File)
Director of Personnel Services

DATE: 12/6/2023

NEW: TJM:vp 11/6/2023