**Animal Shelter Adoption Coordinator**

**Grade: 4**

**FLSA: Non-Exempt**

**Date: 05/22**

**Job Summary:** This position is responsible for overseeing the Animal Shelter Adoption Program and providing superior customer service to the public, under the direction of Animal Shelter Manager. Moreover, the position performs general office clerical work in support of animal shelter operations. The work involves performing responsible office tasks requiring an understanding of the substantive operations of the unit and includes being accountable and responsive for customer service encounters with the public and others for the purpose of facilitating the public’s use of services. The work requires prior experience in office clerical work.

**Essential Functions:**

1. Performs clerical and customer service assignments requiring knowledge of unit operations

 and fills in for high-level support positions in their absence;

2. Prepares and maintains records of operations by compiling information, taking action when

 required, and monitoring on an ongoing basis; maintains accurate and up to date records;

3. Schedules appointments for medical procedures for the animal shelter population;

4. Receives and examines unit operational data for accuracy, addresses discrepancies, and

 proofs documents; notifies parties of changes in procedures or requirements and instructs

 others in procedures to ensure that the data is accurate; maintains databases and data files

 containing such data; manages and organizes necessary information to generate internal

 reports;

5. Receives and assists visitors; queries visitors and directs them to appropriate staff or

 offices; answers substantive questions regarding unit operations for the purpose of

 facilitating the use of services;

6. Assists the public, clientele, and others to access unit services by promoting these services

 and advising of options which may best suit their needs;

7. Answers phone calls, screens, queries callers and transfers or refers calls to appropriate

staff or other offices; answers technical or substantive questions concerning unit operations and places inquiries into database for follow up;

8. Keys data into computer databases and other computerized record systems; codes and

 verifies data; updates, edits and corrects data files; produces computer printouts;

9. Maintains confidentiality of files and records and uses discretion in controlling access to and

 release of information;

10. Operates a cash register; calculates, collects and processes fees and fines;

11. Schedules and attends meetings and takes minutes for record keeping with outside

 vendors, consultants, contractors, and County officials;

12. Processes animal license applications and renewals;

13. Provides high quality customer service to citizens, volunteers, rescue partners, and staff

 while actively promoting our mission, services, programs, and events;

14. Pre-screens potential adopters and educates citizen on the adoption requirements; screens

 potential adopters to ensure they conform to state and local laws for licensing and rabies for

 current pets and ensure individuals meet any additional procedural requirements prior to

 adoption; processes adoption paperwork and paperwork to allow release of animals to

 rescue partners;

15. Assists citizens with filing lost and found reports;

16. Maintains records and files completed paperwork related to various animal dispositions;

17. Performs other duties as assigned.

**Required Knowledge. Skills and Abilities:**

1. Knowledge of modern office procedures and practices including operation of office

 appliances such as calculators and computers;

2. Knowledge of state and local laws for animal licensing and rabies vaccinations;

3. Knowledge of computer applications such as animal management software and Microsoft

 Office;

4. Ability to assist the public, clientele, and others to utilize services by explaining, instructing

 and advising them regarding their needs and requests and the services provided;

5. Ability to perform general office clerical work quickly and efficiently;

6. Ability to handle and collect money and reconcile the daily reports;

7. Ability to maintain confidentiality;

8. Ability to communicate effectively orally and in writing;

9. Ability to deal effectively with the public;

**Education and Experience:**

1. High school diploma or GED equivalent;

2. Two or more years of general administrative support;

3. Any acceptable combination of education, training and relevant experience that provides the

 above knowledges, abilities and skills may be substituted on a full-time year for year basis.

**Additional Requirements:**

1. Must possess a valid Maryland Driver’s Licenses;

2. Must be 18 years of age;

3. Subject to call-back in emergency situations;

4. Ability to safely operate a County owned vehicle;

5. Obtain a pre-exposure rabies vaccinations upon hire;

**Physical and Environmental Conditions:**

Ability to control, lift and carry animals handled at the facility; requires long periods of standing, frequent walking indoors, repeated bending, crouching, stooping, stretching or reaching; recurring lifting of objects up to 50 pounds; operation of keyboard devices; work may be physically or emotionally demanding.

Also, workers are exposed to hazards of dealing with dangerous, frightened, or diseased animals, and exposure to cleaning and disinfecting agents.

Requires working non-standard schedules including evenings, weekends, and holidays.

Workers must be willing to assist in euthanasia procedures (the humane destruction of animals).

Requires call-back and working during emergency weather events or other emergency situations that close the shelter and require the operation of an emergency pet shelter.

Work is subject to frequent interruptions.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

I certify that this is an accurate statement of the essential functions and responsibilities of this position.

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HR Representative Date

Your signature below indicates that you have received a copy of this position description.

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Employee’s Signature Date