



# Metro Public Health Dept

Nashville / Davidson County

Protecting, Improving, and Sustaining Health

Position Title: Animal Care and Control Office <u>Assistant Support Specialist</u>	Fair Labor Standards Act (FLSA): Non-Exempt
Salary Grade: <u>SR05SR07</u>	Effective Date: <u>01/15/2015</u> Revision Date: <u>09/01/22</u>

## Position Objective:

Perform routine to difficult administrative support and related functions. Coordinates and participates in clerical and record keeping activities for Metro Animal Care and Control and performs a variety of professional level administrative and clerical duties for upper management. May involve top-level and lead work including all phases and functions of a Customer Service Center. Performs related duties as required.-

## Major Responsibilities:

- Coordinates various clerical and administrative activities within the department.
- Plans work assignments for administrative support or clerical personnel.
- Greet, communicate effectively with, and actively assist patrons at Shelter.
- Operate a multi-line telephone console.
- Receive and respond to a variety of emergency and non-emergency, animal related calls for service, information, and complaints.
- Screen and respond to inquiries and complaints, provide information on policies and procedures, and transfer to other Shelter staff, as appropriate.
- Process complaint information, enter information into a computer aided animal control dispatch system, determine the level of priority, and assign calls for service to Animal Control Officers and other staff.
- Handle animals during intake, including but not limited to transporting animal from confinement space to alternate confinement space, as well as provide vaccinations at intake.
- May be asked to properly clean kennel spaces throughout the shelter when needed.
- Interacts with the public and staff to obtain and provide information and assistance in a variety of circumstances related to Metro Animal Care and Control.
- Perform administrative support work such as word processing, creating spreadsheets, data entry/retrieval, and functions that may require interpretation, judgment and determining appropriate processes to be used.
- Reviews forms, data, and other documents and information to ensure accuracy and conformance to established procedures and/or policies.
- Develop and maintains accountability systems for assignments, responses, replies, and other actions.
- Assist with or is responsible for establishing and coordinating filing or record keeping systems.

- Perform calculations, research and verification of information for tasks related to budget monitoring, inventorying, ordering supplies, and related activities.
- Maintains shelter activity calendar for the use of conference rooms and scheduled functions.
- Collect, process, and record financial information and transactions for fees collected.
- Promote a caring attitude toward all animals and treat animals humanely and with compassion at all times, regardless of circumstances, including those that are sick, injured, feral, or aggressive.
- Work cooperatively with the shelter manager and staff, and foster a spirit of teamwork.
- Support and participate in departmental response to disaster and emergency events.
- Engage in regular and reliable attendance.
- Demonstrates MPH D’s core values of Professionalism, Respect, Integrity, Dedication, and Equality (P.R.I.D.E.) when interacting with the public and employees of the Metropolitan Government.
- Supports and participates in departmental response to disaster/emergency events.
- Regular, reliable and predictable attendance; and
- Performs other duties as assigned.

**Supervision Exercised/Supervision Received**

~~Non-supervisory position.~~ May supervise, lead and/or train administrative and clerical support personnel.

~~Reports to Shelter Administrative Supervisor.~~ Receives general supervision and reports to a designated supervisor, who assigns and reviews duties, and provides guidance and/or assistance with unusual or complex matters.

**COMPETENCIES**

The following competencies are required for this position:

Competency	Definition
<b><i>Communicating with the Community</i></b>	Communicating organization’s intentions and activities to the public and representing the organization in community affairs and public activities to promote awareness and foster goodwill.
<b><i>Multi-Tasking</i></b>	Working on a variety of tasks simultaneously and shifting one’s resources between multiple systems when needed.
<b><i>Resolving Conflicts/Negotiating</i></b>	Dealing with complaints, resolving conflicts and grievances of others. Encouraging others to come together and reconcile differences.
<b><i>Performing Administrative Activities</i></b>	Approving requests, handling paperwork, and performing other daily administrative tasks. Entering, transcribing, recording, or storing either written or electronic information.
<b><i>Active Listening</i></b>	Listening intently to what others are saying and asking for further details

	when appropriate.
<b>Communicating with Coworkers</b>	Communicating information using either face-to-face, written, or via telephone or computer.
<b>Attention to Detail</b>	Placing focus on the details of the task to be accomplished.
<b>Service Orientation</b>	Actively seeking out ways to assist people in their duties.

**Minimum Qualifications:**

**EDUCATION AND EXPERIENCE**

High school diploma required.  
 Requires 2-4 years of related administrative support experience or an equivalent combination of education and experience.

**LICENSURE**

- Valid class “D” driver’s license.
- Must receive pre-exposure rabies vaccinations.

**Working Environment/Physical Demands:**

Requires sedentary work that involves sitting most of the time, but may involve walking or standing for brief periods of time, exerting up to 40 pounds of force on a regular and recurring basis, and routine keyboard operations.  
 Humanely restrain an animal.  
 Use protective clothing or gear.  
 Have normal visual acuity, field of vision, hearing, and speaking.  
 May risk exposure to toxic and caustic chemicals, and animals/wildlife, including exposure to animal bites, scratches, and diseases such as Rabies, Ringworm, Lyme disease and Zoonosis.

NOTE: This job description is not intended to be all-inclusive. This job description has been designed to indicate the general nature and level of work performed by employees within this classification. Employee may perform other related duties as needed to meet the ongoing needs of the department.



**Metro Public Health Dept**  
 Nashville / Davidson County  
 Protecting, Improving, and Sustaining Health

Position Title: Animal Care and Control Administrative <del>Supervisor</del> Assistant	Fair Labor Standards Act (FLSA): Non-Exempt
Salary Grade: ST08	Effective Date: <del>12/10/18</del> 09/01/22 Revision Date:

**Position Objective:**

~~Coordinate~~ Perform complex administrative responsibilities and functions for Metro Animal Care and Control.

**Major Responsibilities:**

- ~~Coordinate the administrative operations and workflow for the Shelter.~~
- Perform complex administrative support work that requires interpretation and judgment, to include creating correspondence, spreadsheets, reports, processes, budget preparation, and performance monitoring.
- Assist with attendance records and related payroll functions.
- ~~Responsible for the effective supervision and administration of the office assistant staff, including leave approval, coaching, performance management, employee relations, and prioritizing and assigning work and related activities.~~
- Coordinate, process, and record daily financial transactions with public and shelter partner agencies.
- ~~Maintain office inventories, order office supplies, and receive and verify packing slips for clerical division.~~
- Maintain animal care and control inventories, order food, medicines, medical supplies, and other animal care and control equipment and supplies.
- Place and coordinate maintenance, service, and repair requests for facility.
- Ensure that patrons are greeted, communicated with effectively, and actively assisted.
- Operate a multi-line telephone console.
- Receive and respond to a variety of emergency and non-emergency, animal related calls for service, information, and complaints.
- Screen and respond to inquiries and complaints, provide information on policies and procedures, and transfer to other Shelter staff, as appropriate.
- Process complaint information, enter information into a computer aided animal control dispatch system, determine the level of priority, and assign calls for service to Animal Control Officers and other staff.

- Handle animals during intake, including but not limited to transporting animal from one confinement space to another and providing vaccinations.
- May be asked to properly clean kennel spaces throughout the shelter when needed.
- Interacts with the public and staff to obtain and provide information and assistance in a variety of circumstances.
- Perform administrative support work such as word processing, creating spreadsheets, data entry/retrieval, and functions that may require interpretation, judgment and determining appropriate processes to be used.
- Reviews forms, data, and other documents and information to ensure accuracy and conformance to established procedures and/or policies.
- Develop and maintains accountability systems for assignments, responses, replies, and other actions.
- Prepare regular progress reports. Communicate with internal and external stakeholders as needed for visibility and success of the program. Take initiative to identify and solve problems. Use data to practice quality improvement, data analysis, and program planning and program evaluation.
- Assist with or is responsible for establishing and coordinating filing or record keeping systems.
- Perform calculations, research and verification of information for tasks related to budget monitoring, inventorying, ordering supplies, and related activities.
- Maintains shelter activity calendar for the use of conference rooms and scheduled functions.
- Collect, process, and record financial information and transactions for fees collected.
- Promote a caring attitude toward all animals and treat animals humanely and with compassion at all times, regardless of circumstances, including those that are sick, injured, feral, or aggressive.
- Work cooperatively with the shelter manager and staff, and foster a spirit of teamwork.
- Establish and implement departmental policies, goals, objectives, and procedures in a fair and impartial manner.
- Use high verbal and written communication skills, and strong problem-solving abilities.
- Demonstrates MPHD's core values of Professionalism, Respect, Integrity, Dedication, and Equality (P.R.I.D.E.) when interacting with the public and employees of the Metropolitan Government.
- Supports and participates in departmental response to disaster/emergency events.
- Regular, reliable and predictable attendance; and
- Performs other duties as assigned.

#### Supervision Exercised/Supervision Received

~~Supervise Shelter Office Assistants. May supervise, lead, and/or train administrative and clerical support personnel.~~  
~~Receives limited supervision from Reports to Shelter Manager.~~

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#### COMPETENCIES

The following competencies are required for this position:

Competency	Definition
<i><b>Coordinating Work Activities</b></i>	Coordinate the work-related activities necessary for task completion of all relevant constituents (both inside and outside of the group/organization). Adjusting one’s own plans in light of how others are acting or how the environment is changing.
<i><b>Multi-Tasking</b></i>	Working on a variety of tasks simultaneously and shifting one’s resources between multiple systems when needed.
<i><b>Resolving Conflicts/Negotiating</b></i>	Dealing with complaints, resolving conflicts and grievances of others. Encouraging others to come together and reconcile differences.
<i><b>Analytical Thinking</b></i>	Using existing information to logically evaluate situations and solve problems. Utilizing inductive and deductive logic to make inferences.
<i><b>Active Listening</b></i>	Listening intently to what others are saying and asking for further details when appropriate.
<i><b>Communicating with Coworkers</b></i>	Communicating information using either face-to-face, written, or via telephone or computer.
<i><b>Attention to Detail</b></i>	Placing focus on the details of the task to be accomplished.
<i><b>Service Orientation</b></i>	Actively seeking out ways to assist people in their duties.
<i><b>Stress Tolerance</b></i>	Remaining effective even when situations become stressful.
<i><b>Follow Through</b></i>	Maintaining that one’s promises are realized in behavior; doing what one said one would do.

**Minimum Qualifications:**

**EDUCATION AND EXPERIENCE**

High School Diploma or GED, or equivalent and 3–5 years of progressively responsible administrative support experience including 1-2 years of supervisory experience or an equivalent combination of education and experience.

**LICENSURE**

- Valid class “D” driver’s license.

- Must receive pre-exposure rabies vaccinations.

#### Working Environment/Physical Demands:

- Requires sedentary work that involves sitting most of the time, but may involve walking or standing for brief periods of time, exerting up to 40 pounds of force on a regular and recurring basis, and routine keyboard operations.
- Humanely restrain an animal.
- Use protective clothing or gear.
- Have normal visual acuity, field of vision, hearing, and speaking.
- May risk exposure to toxic and caustic chemicals, and animals/wildlife, including exposure to animal bites, scratches, and diseases such as Rabies, Ringworm, Lyme disease and Zoonosis.

NOTE: This job description is not intended to be all-inclusive. This job description has been designed to indicate the general nature and level of work performed by employees within this classification. Employee may perform other related duties as needed to meet the ongoing needs of the department.



**Metro Public Health Dept**  
 Nashville / Davidson County  
 Protecting, Improving, and Sustaining Health

Position Title: Animal Care and Control Program Coordinator – Animal Behaviorist	Fair Labor Standards Act (FLSA): Non-Exempt
Salary Grade: ST10	Effective Date: 09/01/2022 Revision Date:

**Classification Objective:**

- Serves as the Shelter Animal Behaviorist, overseeing the behavior evaluation, enrichment, and training for all MACC animals. Provides behavior support to adopters and pet owners as part of a comprehensive intake diversion program. Builds relationships and partnerships with outside organizations to develop and implement programs related to behavior health of shelter animals.

**Major Responsibilities:**

- Creates and maintains assessment and enrichment standard operating procedures (SOPs).
- Provides training in behavior modification, basic training, and safe handling.
- Provides assessment and enrichment for animals who may be fractious, shut down, FAS, or otherwise demonstrating behavior that may make them unsafe to handle or for adoption.
- Develops information and training materials for staff, volunteers, adopters, and animal owners.
- Develops diverse, daily enrichment plan/schedule for all shelter animals. Creates individualized enrichment plans for animals needing special care. Trains staff and volunteers on enrichment activities and protocols.
- Manages daily playgroups and provide dog-to-dog assessments.
- Monitors animal behavior throughout stay while in the shelter and revises protocols as needed.
- Provides behavior support to adopters and pet owners as part of a comprehensive intake diversion program (safety net program) to prevent animal relinquishment when possible.
- Ensures a safe and clean environment within working area.
- Fulfills speaking engagements and prepares media releases when appropriate.
- Works cooperatively with the shelter manager and staff and fosters a spirit of teamwork.
- Demonstrates MPH D’s core values of Professionalism, Respect, Integrity, Dedication, and Equality (P.R.I.D.E.) when interacting with the public and employees of the Metropolitan Government.
- Supports and participates in departmental response to disaster/emergency events.
- Regular, reliable, and predictable attendance.
- Performs other duties as assigned.



## Supervision Exercised/Supervision Received

- May supervise, lead, and/or train program coordinators.
- This classification receives limited supervision and guidance and reports to a designated supervisor, who reviews completed assignments and is consulted on unusual or complex matters.

## Minimum Qualifications:

### EDUCATION AND EXPERIENCE

- Bachelor's Degree in Animal Behavior, Education, Psychology, Public Administration, Training/Development, or a related field (Other combinations of education, training and experience will be evaluated on an individual basis for comparability).
- Five (5) years' dog/animal training experience, including experience evaluating the behavior of dogs.
- Three (3) years' animal shelter experience.
- Two (2) years' experience designing and implementing training or education courses, project management training, and/or in programs that involved conducting training needs assessments, developing and coordinating training courses, and administering training consultant contracts.
- CPDT-KA or equivalent certification
- Fear Free (Shelter) certification

### COMPETENCIES

The following competencies are required for this position:

Competency	Definition
<b>Efficiency</b>	Planning ahead, managing time well, being on time, being cost conscious, thinking of better ways to do things.
<b>Collegiality</b>	Being helpful, respectful, approachable and team oriented, building strong working relationships and a positive work environment
<b>Reliability</b>	Personally responsible; completes work in a timely, consistent manner; works hours necessary to complete assigned work; is regularly present and punctual; arrives prepared for work; is committed to doing the best job possible; keeps commitments.
<b>Job Knowledge/ Technical Knowledge</b>	Demonstrates knowledge of techniques, skills, equipment, procedures and materials. Applies knowledge to identify issues and internal problems; works to develop additional technical knowledge and skills.
<b>Flexibility</b>	Remains open-minded and changes opinions on the basis of new information; performs a wide variety of tasks and changes focus quickly as

	demands change; manages transitions from task to task effectively; adapts to varying customer needs
<b>Innovation</b>	Able to challenge conventional practices; adapts established methods for new uses; pursues ongoing system improvement; creates novel solutions to problems; evaluates new technology as potential solutions to existing problems.
<b>Time Management</b>	Making good use of time by organizing, prioritizing and scheduling tasks.
<b>Stress Tolerance</b>	Remaining effective even when situations become stressful.
<b>Optimism</b>	Having a positive outlook about oneself and others.

**LICENSURE**

- Valid class “D” driver’s license.
- Must receive pre-exposure rabies vaccinations.

**Working Environment/Physical Demands:**

- The work environment and conditions vary with assignments and department.
- The work may require some walking, bending, carrying of light to medium weight items, etc. Need to be able lift up to 50lbs.
- Employee may be required to use protective clothing or gear such as goggles, gloves, earplugs, etc.

NOTE: This job description is not intended to be all-inclusive. This job description has been designed to indicate the general nature and level of work performed by employees within this classification. Employee may perform other related duties as needed to meet the ongoing needs of the department.