



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

Position Title: Animal Care and Control Office Support Specialist	Fair Labor Standards Act (FLSA): Non-Exempt
Salary Grade: ST07	Effective Date: 09/01/22 Revision Date:

Position Objective:

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 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

May supervise, lead and/or train administrative and clerical support personnel.

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
<i>Communicating with the Community</i>	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.
<i>Multi-Tasking</i>	Working on a variety of tasks simultaneously and shifting one's resources between multiple systems when needed.
<i>Resolving Conflicts/Negotiating</i>	Dealing with complaints, resolving conflicts and grievances of others. Encouraging others to come together and reconcile differences.
<i>Performing Administrative Activities</i>	Approving requests, handling paperwork, and performing other daily administrative tasks. Entering, transcribing, recording, or storing either written or electronic information.
<i>Active Listening</i>	Listening intently to what others are saying and asking for further details when appropriate.
<i>Communicating with Coworkers</i>	Communicating information using either face-to-face, written, or via telephone or computer.

<i>Attention to Detail</i>	Placing focus on the details of the task to be accomplished.
<i>Service Orientation</i>	Actively seeking out ways to assist people in their duties.

Minimum Qualifications:

EDUCATION AND EXPERIENCE

High school diploma required.
 Requires 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 Office <u>Assistant Support Specialist</u>	Fair Labor Standards Act (FLSA): Non-Exempt
Salary Grade: <u>SR05ST07</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
<i>Communicating with the Community</i>	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.
<i>Multi-Tasking</i>	Working on a variety of tasks simultaneously and shifting one’s resources between multiple systems when needed.
<i>Resolving Conflicts/Negotiating</i>	Dealing with complaints, resolving conflicts and grievances of others. Encouraging others to come together and reconcile differences.
<i>Performing Administrative Activities</i>	Approving requests, handling paperwork, and performing other daily administrative tasks. Entering, transcribing, recording, or storing either written or electronic information.
<i>Active Listening</i>	Listening intently to what others are saying and asking for further details

	when appropriate.
<i>Communicating with Coworkers</i>	Communicating information using either face-to-face, written, or via telephone or computer.
<i>Attention to Detail</i>	Placing focus on the details of the task to be accomplished.
<i>Service Orientation</i>	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.

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