



March 2014
FLSA: NON-EXEMPT

PROGRAM ASSISTANT

DEFINITION

The Program Assistant will perform a wide variety of duties relative to customer service and animal care support duties for the Apple Valley Animal Services (AVAS) Department including office assignments, program activities, facility maintenance and kennel care at the Municipal Animal Shelter.

SUPERVISION

The Program Assistant shall receive direct supervision from the Animal Services Supervisor and general supervision from the Senior Animal Services Specialist and, after orientation, shall exhibit sufficient initiative to accomplish assigned tasks with minimum direction. The Program Assistant shall be required to advise the assigned supervisor of any unusual or questionable conditions encountered in the area of responsibility.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Office Activities

- Coordinates, and carries out clerical assignments, youth activities and special projects related to assigned areas of responsibility at the Municipal Animal Shelter facility;
- Processes animals turned in by the public and completes the necessary paperwork; screens visitors to the shelter and directs them to appropriate staff, assists the public by answering questions received from the public visiting the shelter or calling in by phone;
- Provides clerical assistance to support animal adoptions, customer billing, animal licensing, and activities related to assigned areas for the Department.

Program Activities

- May include organizing games and crafts, assisting children with their homework and running AVAS camps, Night-at-the Shelter, and volunteer training;
- Participates in the planning and implementation of animal related activities appropriate for participant age groups, reflective of traditional theories and practices, while complying with Federal, State and local laws, regulations and guidelines.
- Supervises youth in a variety of activities, promotes safety and renders first aid as required, and performs a wide variety of clerical work including volunteer training and visitor logs.
- Maintains records and files on all participants; updates emergency and other pertinent information on a regular and as needed basis.

Position Description – continued
Program Assistant

Kennel Care

- Assist in performing duties including care of impounded animals, cleaning and maintaining animal care facilities, and operating light vehicles and cleaning machinery;
- Caring for impounded animals by providing food, water, comfort and basic grooming;
- Cleaning of individual animal runs and cages; observing animal behavior and appearance to identify sick or injured animals; demonstrate ability to handle animals in a humane and compassionate manner;
- Assist with disinfecting various animal housing areas, cleaning animal bowls and other equipment as needed;
- Accepting animals turned in by the public and completing the necessary paperwork; housing such animals in the appropriate run or cage; assisting other staff members as needed;
- Performing additional duties as assigned.

QUALIFICATIONS

Equivalent to completion of 12th grade; shall possess a general aptitude for working with animals; ability to organize and supervise assigned program activities for varying age groups; and possess the ability to communicate effectively with children, parents, and Town of Apple Valley staff. Must be currently certified or obtain certification with first three (3) months of employment in CPR/AED and First Aid for adult and child. *Priority in applicant selection will go to those with prior Animal Shelter and Customer Service experience. Six months of experience working with animals in a professional setting is desirable.*

WORKING CONDITIONS

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. The Program Assistant shall be exposed to moderate exposure to dust, temperature, noise and inclement weather, with occasional exposure to hazardous work conditions, including contact with potentially wild, dangerous and diseased animals. Physical demands may vary from light to heavy; applicant must have sufficient mobility for frequent sitting, standing, walking, bending and stooping for prolonged periods of time; and may require pushing, pulling and lifting weight in excess of seventy-five (75) pounds.

Although occupational hazards are seldom encountered, the Program Assistant shall observe all safety procedures prescribed by the Town of Apple Valley.

JOB RELATIONSHIPS

The Program Assistant shall have continuing contact with municipal officials and employees of the Town of Apple Valley, members of the commercial, industrial and business communities and with the citizens of the Town of Apple Valley.

The Program Assistant shall cooperate with these individuals in accomplishing assigned tasks.

WORKERS SUPERVISED

None.