



**January 2013**  
**FLSA: NON-EXEMPT**

## **ANIMAL HEALTH ASSISTANT**

### **DEFINITION**

Under general supervision, provides paraprofessional veterinary medical care and treatment to animals; performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direct supervision from the Animal Services Shelter Supervisor. No supervision of staff is exercised.

### **CLASS CHARACTERISTICS**

This is a journey-level class in the Animal Services Department. The principal function of an employee in this class is to provide paraprofessional veterinary medical care and treatment of animals under the direct supervision of the Animal Services Shelter Supervisor, Registered Veterinary Technician or contract Veterinarian. Incumbents perform routine animal care and administrative duties. This class is distinguished from the Animal Services Shelter Supervisor in that the latter has full supervisory responsibilities for the animal shelter function, including training, scheduling, supervision, performance evaluations, and discipline.

### **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.*

- Under direct supervision provides paraprofessional veterinary medical care and treatment of animals, including triage, collecting specimens, evaluating health of animals, performing fecal, skin scraping, and ear swab analysis, testing for animal diseases, and administering appropriate treatment.
- Documents, logs, and enters into a database, physical findings, laboratory test results, medications, vaccinations, and other treatments.
- Provides care to impounded animals by providing food, water, and comfort; observes animal behavior and health; assesses and determines disposition of impounded animals.
- Consults with supervisor regarding medicines, dosages, and treatment protocols; completes appropriate forms for further treatment.
- Reviews adoption applications to ensure the appropriate placement of animals; counsels citizens regarding animal behavior, medical history, and temperament.
- Administers medications, first aid, and vaccinations.
- Implants microchips and completes appropriate applications and certifications.

- Performs euthanasia on animals and documents use of controlled substances; meets with citizens requesting euthanasia; assesses animal's medical history; records euthanasia in treatment log and databases.
- Advises Animal Services Shelter Supervisor of animal abuse or neglect and provides supporting documentation, such as photographs, examination notes, or diagnostic results.
- Assists in screening calls and visitors; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from public.
- Maintains, orders, and controls inventories of medical drugs and supplies, including controlled substances as required by Federal, State, and local laws, rules, and guidelines.
- Cleans examination areas; ensures cleanliness, sanitation, and safety of shelter facilities.
- Oversees volunteers and work release workers.
- Assists in evacuation of animals during local emergencies or disasters.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Methods and techniques of handling, collection, impoundment, treatment, and registration of a variety of wild and domestic animals in various conditions.
- Identification of various breeds of dogs, cats, and other domestic and wild animals.
- Principles of animal behavior and care.
- Applicable codes, regulations, policies, technical processes, and procedures related to the department to which assigned.
- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Business arithmetic and basic statistical techniques.
- Basic principles of record keeping and cash handling.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.
- Techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.

### **Ability to:**

- Handle animals in a humane and compassionate manner.
- Provide appropriate medical evaluation, analysis, and treatment of animals.
- Learn, interpret, and apply administrative and departmental policies and procedures.
- Perform responsible technical and administrative work with accuracy, speed, and minimal supervision.
- Provide varied, confidential, and responsible administrative work requiring the use of tact and discretion.
- Learn and understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.

- Respond to and effectively prioritize multiple phone calls, walk-up traffic, and other requests or interruptions.
- Compose correspondence and reports from brief instructions.
- Organize, maintain, and update office database and records systems.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Organize own work, coordinate projects, set priorities, meet critical time deadlines, and follow-up on assignments with a minimum of direction.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade and two (2) years of experience in caring for animals in a veterinary hospital setting.

**License:**

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle; and to walk on uneven terrain; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily an office classification with frequent standing in work areas and walking between work areas may be required. Wrist flexion and lateral rotation are necessary in combination with grasping to handle a snare and leash. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information and evaluate and/or restrain animals. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

**ENVIRONMENTAL ELEMENTS**

Employees primarily work in an office environment with moderate noise levels and controlled temperature conditions. Employees occasionally work outside with exposure to loud noise levels and may be exposed to inclement weather conditions, animal hair, dust, and potentially hazardous physical substances. May involve exposure to wild, dangerous, and/or diseased animals, and animals known to cause allergies. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.