



EMPLOYMENT OPPORTUNITY

Animal Services Technician

Salary: \$20.79 - \$29.37 Hourly

Job Type: Full-Time

Department: Animal Services

Benefits: Benefits Eligible

The Position

Under general supervision, provides a wide variety of technical office administrative and secretarial support duties involved in the enforcement and communication of animal services and shelter services codes, ordinances, and regulations; performs related work as required.

Job Functions

- Handles front counter traffic, including processing licenses, and adoptions, issuing microchip registration forms, answering general questions, handling complaints, impounding animals, and providing information to the public.
- Performs a wide variety of general clerical duties to support departmental operations, including filing, preparing notices and citations, monthly reports, billing statements, and ordering and maintaining office and other related supplies.
- Collects and processes payments for licenses, fines, microchips, pet products, owner-turn-in animals, and other fees; balances cash drawer, prints reports, and matches daily receipts.
- Screens calls, visitors, and mail; 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 the public; directs callers to appropriate Town staff.
- Maintains animal shelter facilities, including cleaning and disinfecting kennels; provides food and water to animals.
- Dispatches calls using a two-way radio to Animal Services Officers, Sheriff's department, or Code Enforcement Officers.
- Issues dog licenses and renewals by verifying rabies vaccination, and sterility paperwork, collecting payments, and issuing receipts.
- Creates impound records for animals brought to the shelter; enters information into a database; collects applicable fees; prints applicable forms and obtains appropriate signatures; issues kennel cards.
- Processes adoptions, including explaining adoption fees and procedures, collecting applications and obtaining approval, checking applicants' backgrounds, printing adoption contracts, health records, and necessary paperwork, and scheduling a surgery appointment.
- Processes other animal shelter requests, such as the return of animals to owners and animal trap issuance.
- Prepares and compiles administrative hearing packets, including researching property and animal owners for prior complaints, scheduling conference room, notifying Hearing Officer, preparing all documents and information for submission, and mailing notices to all

participants; attends the hearing and swears in witnesses; prepares and archives all documents and tape-recordings.

- Gathers, assembles, updates, and distributes a variety of department-specific information, forms, records, and data as requested.
- Conducts breed rescues in coordination with available animal shelters.
- Advises supervisor of unusual circumstances or questionable conditions encountered in the area of responsibility.
- Performs other duties as assigned.

Qualifications

Any combination of training and experience which 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 (12th) grade and two (2) years of varied clerical support experience preferably involving some public contact. A typing speed of 40 – 50 wpm is highly desired. **Must provide a valid typing certificate from the last 12 months at the time of the interview.**

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

Selection Process

A completed Town employment application is required by the close of recruitment on **Tuesday, May 9th, 2023, at 5:30 pm, or once 20 qualified applications are received, whichever occurs first.** An application package is available at the Town of Apple Valley, 14975 Dale Evans Parkway, Apple Valley 92307, or on our website at www.applevalley.org. Applications may be completed online, or mailed/delivered to 14955 Dale Evans Parkway, Apple Valley 92307 Attn: Human Resources. The Town of Apple Valley participates in the E-Verify program.

The Town of Apple Valley does not discriminate based on age, sex, race, religion, national origin, marital status, sexual orientation, or handicap status in its employment actions. If the applicant has a disability that may require accommodation, please contact Human Resources in writing at the time application is submitted.