



Animal Outreach Assistant

SUMMARY

Under general supervision, performs a variety of support activities to the Animal Outreach Coordination Team in administering the Apple Valley Animal Shelter's public outreach efforts; writes and distributes information and educational materials regarding available animals; promotes, publicizes, and occasionally participates in events, activities, and educational and outreach programs; develops and maintains the Apple Valley Animal Shelter's social media content; provides administrative support assistance to Animal Outreach Coordination Team; performs other duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director of Animal Services. No direct supervision of staff is exercised.

DISTINGUISHING CHARACTERISTICS

This is an entry-level class in the Animal Services Department and performs a range of routine and complex animal services duties, including external communication efforts with rescue partners, posts photos and social media content regarding available animals and Shelter Programs, provides customer service to patrons, assists with the care of impounded animals and the maintenance of the animal care facility. This class is distinguished from the Rescue Coordinator in that the latter is responsible for researching and facilitating adoption and alternative placement for Shelter animals. This position is part of the Animal Outreach Coordination Team and provides assistance to the Rescue Coordinator and Animal Behaviorist and when needed.

ESSENTIAL FUNCTIONS -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. 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. Essential duties and responsibilities **may** include, but are not limited to, the following:*

- Assists the Animal Outreach Coordination Team with day-to-day efforts in the placement of homeless pets.
- Performs a wide variety of administrative duties, including preparing correspondence, maintaining records, taking, and properly processing phone calls, filing reports and records, creating forms, tables, and files.
- Maintains social media websites; creates and publishes posts and responds to public inquiries.
- Photographs and uploads photos and videos of animals in need of foster and permanent homes.
- Writes and distributes information and educational materials regarding available animals.
- Prepares and maintains a variety of files and reports on a daily, weekly, monthly, and annual basis related to the adoption and fostering of animals.
- Provides information to members of the public regarding Shelter programs.

- Assists with maintaining communication with approved foster homes to appropriately place animals; provides foster homes with necessary animal care supplies.
- Aids members of the public with questions about animal adoption, basic animal care and housing, behavior counseling, and general department processes.
- Assists in cleaning and disinfecting kennels and providing general care to shelter animals; observed animal behavior and reports findings to supervisor.
- Assists with community events, as needed.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Education, Training, and Experience Guidelines

An equivalent combination of training and experience that would provide the required knowledge, skills and abilities may be considered. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade and one (1) year of general work experience, preferably involving public contact. Previous experience in managing social media platforms and content creation within a professional setting is highly desired.

LICENSE AND CERTIFICATION REQUIREMENTS

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

Knowledge of:

- Applicable local, State, and Federal laws, codes, regulations, and ordinances.
- Animal care, temperament, and behaviors.
- Social media principles, practices, and management.
- Principles, practices, and procedures related to marketing, media relations, reporting, and news writing.
- Principles, practices, and techniques of handling sensitive information.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Strong grammar, punctuation, spelling, and proofreading skills
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and Town staff, in person and over the telephone.
- Written and oral communication skills.
- 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.
- Learn, interpret, and apply administrative and departmental policies and procedures.
- Respond to phone calls, walk-up traffic, and other requests for information.
- Operate a computer to include standard software and some specialized software.
- Interact tactfully with the public and other organizations.
- Prepare clear and concise reports.
- Maintain accurate records, filing systems, and technical documents.
- Type and enter data with speed and accuracy.
- Establish and maintain effective working relationships.
- Communicate clearly both verbally and in writing.

- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; and to walk on uneven terrain; strength, stamina, and mobility to perform medium physical work; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Frequent standing in work areas and walking between work areas 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.

Employees primarily work inside an animal care facility 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.

**FLSA designations cannot be assigned to a class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designation listed above is for general administrative guidelines.*