

City of Grass Valley  
JOB DESCRIPTION



**Animal Shelter Kennel and Office Assistant**

**Department: Police**

**FLSA Status: Non-Exempt**

**Reports To: Department Supervisor/Manager**

**Unit: 2, Full-time Position**

**SUMMARY OF JOB PURPOSE**

To perform clerical and technical duties, prepare documents, correspondence and routing reports; to receive and process payments, issue dog licenses, assist the public, provide care and socialization of housed animals, maintain the Animal Shelter in a clean, safe and orderly manner and provide other support duties as assigned.

**SUPERVISION RECEIVED AND EXERCISED**

Immediate supervision is provided by an Animal Control Officer. General supervision is provided by police command staff member.

**ESSENTIAL FUNCTIONS (include but are not limited to listed tasks)**

Depending upon assignment, duties may include, but are not limited to the following:

1. Answer inquiries from the public, over the counter, by email and telephone, on laws, rules, and regulations pertaining to animal control and the animal shelter.
2. Build and maintain positive relationships with the public using principles of good customer service.
3. Prepare and maintain records; enter and retrieve data; produce various documents and animal control reports utilizing the RMS system.
4. Provide food and water for each animal; observe food consumption to ensure animals' overall health; observe animals' behavior and physical appearance; report illness/injuries to supervisory personnel.
5. Properly clean and disinfect cages and kennels; exercise animals; replace bedding, toys, and litter pans; maintain a clean and safe environment at all times.
6. Maintain records regarding animal behavior and health; report minor and serious concerns to supervisor for further action.
7. Administer medication, as directed.
8. Maintain isolation of quarantined animals, as needed.
9. Work with animals to socialize them and make them more adoptable.
10. Accept animals into shelter performing preliminary examination including weighing, vaccinating, microchip scanning; conduct initial assessment of behavior and health; enter information into database.

This job description indicates in general the nature and levels of work, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required. The City of Grass Valley is an EQUAL OPPORTUNITY EMPLOYER.

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11. Monitor kennel security; recommend and implement improvements.
12. Provide functional supervision over volunteer staff and develop volunteer and other programs.
13. Monitor inventory of supplies and request and restock needed supplies.
14. Maintain records on pick-up and release dates, quarantines, adoptions, disposals, and the status of the animals maintained at the shelter.
15. Handle adoption of animals and release impounded animals to owners.
16. Collect fees and issue receipts for the sale of dog licenses and spay/neutering certificates; may issue dog licenses.
17. Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

Knowledge of:

1. Laws and ordinances pertaining to animal control and care.
2. Safe and humane animal handling principles and practices.
3. Animal behavior and principles of care and feeding.
4. Techniques used in the disposal of animals.
5. Techniques for recordkeeping.
6. Safe work practices.
7. Modern office procedures, methods and computer equipment.
8. Principles and practices of customer service.

Ability to:

1. Review, understand, and implement provisions of applicable codes, ordinances and regulations enforceable by the City.
2. Apply laws, regulations, codes and departmental policies.
3. Recognize, prioritize and accomplish needed/assigned tasks.
4. Research, prepare and write clear and concise technical reports.
5. Perform basic accounting and cash handling principles.
6. Learn the applicable laws, ordinances, and regulations governing the keeping of animals within the City.
7. Perform a variety of customer service tasks in support of assigned function.
8. Communicate clearly and concisely both orally and in writing.
9. Prepare clear, accurate, and concise notes, reports, and other correspondence.

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10. Observe, assimilate, remember, and record pertinent facts and details.
11. Recognize common diseases carried by domestic and wild animals.
12. Analyze problems and rationally take effective action in emergency and stressful situations.
13. Establish and maintain cooperative working relationships with co-workers, other City employees, community and neighborhood organizations, and the public.
14. Maintain the confidentiality of records.
15. Deal courteously with the public.
16. Operate a public safety radio, mobile data computer, office computers and mobile devices.
17. Adapt to changing technologies and learn functionality of new equipment and systems.
18. Safely operate a City vehicle.
19. Understand and apply applicable federal, state, and local laws, codes, and regulations.
20. Work independently and as part of a team.

**QUALIFICATIONS**

To perform this job successfully, the incumbent must be able to perform each of the essential duties satisfactorily. Reasonable accommodations may be made to enable incumbents with disabilities to perform the essential functions. The requirements listed are representative of the knowledge, skill and/or ability required.

**PHYSICAL REQUIREMENTS**

1. Must be free from any physical, emotional or mental condition which might adversely affect the ability to perform essential job duties.
2. Must be able to sit at a confined work station for extended periods while performing essential duties.
3. On a continuous basis, sit at a desk and in meetings for long periods of time. Intermittently twist to reach equipment surrounding desk, perform simple grasping and fine manipulation, use telephone and communicate through written means.
4. Run, walk and stand during kennel cleaning and animal handling activities; bend, squat, kneel and twist; climb stairs and/or ladders while performing daily kennel/ animal control functions; perform simple and power grasping, pushing, pulling, and

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fine manipulation; and regularly carry weight of 35 pounds or less and intermittently carry weight of 75 pounds; walk on uneven ground.

5. While performing the duties of this job the incumbent is regularly required to stand, walk, sit, drive, use hands and fingers, handle or feel, reach with hands and arms, grasp, hold, and manipulate tools and talk and hear. The incumbent is occasionally required to climb, balance and stoop, kneel, crouch, or crawl. See in the normal visual range with or without correction. Hear in the normal audio range with or without correction.

**EDUCATION AND EXPERIENCE**

1. Equivalent to the completion of the twelfth grade, or GED.
2. Kennel/Office Assistant – One-year prior experience in the handling and care of a variety of animals preferred.
3. Prior office experience is preferred.

**CERTIFICATES, LICENSES AND REGISTRATIONS**

1. Must have an acceptable driving record and possess an appropriate California Driver's License.

**GENERAL**

The City reserves the right to revise or change classification duties and responsibilities as the need arises. This description does not constitute a written or implied contract of employment.

I have read and understand the contents of this job description, and I have received a copy of this job description for my records.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Adopted:

Revised:

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