



Salt Lake County Job Description

Animal Customer Service Supervisor

DEPARTMENT: Public Works

DIVISION: Animal Services/4100

JOB CODE: 174 **GRADE(S):** 13

FLSA STATUS: Non-Exempt

SAFETY SENSITIVE: Yes

EFFECTIVE DATE: 12/31/2012

JOB SUMMARY

Provides supervision for all customer service staff which includes hiring, orienting, training, assigning and reviewing work performance, annual work performance appraisal and discipline. Prepares and administers annual budget for the Customer Service program. Performs cash management and payroll duties for the division. Performs administrative support functions for the office.

MINIMUM QUALIFICATIONS

Three (3) years of directly related experience with animal services.

ESSENTIAL FUNCTIONS

The following duties and responsibilities are intended to be representative of the work performed by the incumbent(s) in this position and are not all-inclusive. The omission of specific duties and responsibilities will not preclude it from the position.

Applicants must be prepared to demonstrate the ability to perform the essential functions of the job with or without a reasonable accommodation.

- Provides supervision for all customer service staff which includes hiring, orienting, training, assigning and reviewing work performance, annual work performance appraisal and discipline.
- Coordinates and maintains work schedules for assigned personnel.
- Manages customer service program.
- Receives information and provides input in coordination with Animal Services management team to enhance services provided by the Customer Service program and develop new ideas to stimulate revenues.
- Develops, updates and implements Customer Service program policies and procedures.
- Prepares and administers annual budget for the Customer Service program. Secures cost of purchases and tracks expenditures on a monthly, quarterly and yearly basis.
- Coordinates scheduling adoption interviews and pre-screening potential adopters. Ensures sterilization surgeries are scheduled with veterinarians.
- Coordinates with rescue groups for pick-up of shelter animals in accordance with rescue contracts; updates records as necessary.
- Maintains inventory of supplies and equipment for Customer Service Program.
- Maintains records on all customer service related activities such as follow-ups, lost and found pets, incoming phone calls, etc. and provides reports to Division Director.

- Responds to customer complaints and investigates concerns regarding interactions with customer service personnel, using interpersonal and customer service skills to maintain positive customer relations.
- Reviews customer refund requests, updates records with final determinations made, notifies customer of decision, and submits approved requests for processing.
- Provides assistance and back up with difficult customers at the front counter as required, using interpersonal and customer service skills.
- Approves euthanasia decisions in the absence of shelter manager or supervisor.
- Coordinates all purchasing activities with Contracts and Procurement, Auditor's office, contractors and vendors. Purchases necessary supplies, equipment and services as needed to assure the proper functioning of the Division, using purchase requisitions, blanket contracts, countywide or state contracts as appropriate.
- Coordinates payment of operating expenses to include receipt of invoices, initiating payment of professional fees, resolving issues regarding invoices.
- Performs cash management and payroll duties for the division to include: balances daily revenues from cashiers, prepares and reconciles financial reports, resolves discrepancies, allocates funds on a daily basis, prepares bank deposit, etc.
- As needed, prepares the Division payroll, collects time sheets, explains payroll processes, resolves payroll questions and distributes payroll checks.
- Coordinates the issuance of watershed and avalanche permits with the public and the City and County Health Department.
- Provides information to individuals inquiring about permits, reviews applications, upon approval sends permits and tags to pet owners.
- Coordinates the billing and inspections of kennels, catteries, pet shops, groomers, etc. as required by ordinance.
- Performs administrative support functions for the office including maintaining files, answering telephone calls, resolving issues, updating brochures, office forms, and other materials and securing the facility at close of business.

KNOWLEDGE, SKILLS AND ABILITIES (KSA)

Knowledge of:

- Cash collection, accounting and balancing policies and procedures
- Principles of service contracting
- Office procedures and techniques
- Payroll procedures and systems
- Salt Lake County purchasing and Animal Services Division policies and procedures
- Animal Control ordinances
- Telephone operation
- Personal computer hardware, programs and applications
- Filing systems, record keeping and inventory control

Skills and Abilities to:

- Supervise personnel
- Operate Office equipment (computer, phone, fax, copier, 10-key, etc)
- Maintain records and files
- Handle, balance, allocate and account for large sums of money
- Use independent judgment
- Communicate effectively, both verbally and in writing

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Working conditions in a typical office setting.

IMPORTANT INFORMATION REGARDING THIS POSITION

Revised Date/Consultant's Initials: 12/01/2016 MB