



Salt Lake County Job Description

Animal Field Support Specialist

DEPARTMENT: Public Works

DIVISION: Animal Services/4100

JOB CODE: 438 **GRADE:** 12

FLSA STATUS: Non-Exempt

SAFETY SENSITIVE: No

EFFECTIVE DATE: 07/28/2015

JOB SUMMARY

Performs a variety of routine to complex office duties as needed to process, maintain and disseminate automated and manual animal services field records to the appropriate City and County departments, outside agencies, and the public. Sorts, files, and performs data entry of records, citations, notices and paperwork into computer and records management systems.

MINIMUM QUALIFICATIONS

Three (3) years of full-time experience in this field or in a field closely related to these duties or a combination of related education and experience.

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.

- Receives and processes all incoming case reports, paperwork, citations, and notices and performs data entry for each jurisdiction served
- Reads, reviews, and makes corrections to all incoming reports assuring all information is complete and in compliance with City, County, State and Federal guidelines.
- Receives and processes dispositions from the Officers, and City and County Attorney's offices and updates case reports and records in the records management systems.
- Disseminates and documents case reports as needed to appropriate agencies, City, County and department personnel according to City, County and State (GRAMA) and Federal (Privacy and Security) laws, rules and regulations.
- Performs accurate and timely corrections to the records management systems records when error reports are received
- Audits case report files for filing and attachment errors
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service
- Provides assistance and customer service to shelter patrons as needed
- Performs weekly and/or monthly reports as needed and advises field supervisors regarding missing cases
- Responsible for miscellaneous duties in a disaster/emergency

KNOWLEDGE, SKILLS AND ABILITIES (KSA)

Knowledge of:

- Administrative and clerical procedures and systems, computer software, and office equipment and technologies related to job-specific duties
- Law and ordinance terminology and practices, records procedures, information and privacy laws
- Court procedures, precedents, government regulations, agency rules, and the democratic political process
- Modern business office practices and procedures including filing systems
- Business English and math

Skills and Abilities to:

- Interpret, apply and explain applicable ordinances, codes, regulations, policies and procedures governing general animal control practices.
- Work effectively under heavy, varied and stressful workloads
- Communicate effectively both orally and in writing.
- Deal tactfully and effectively with public contacts in relatively adverse situations.
- Work with computer software, office equipment, and technologies related to job specific duties..
- Establish and maintain effective working relationship with others.
- Be self-sufficient and flexible and perform well with minimal supervision; superior attention to detail; expert at balancing quality and quantity.
- Protect confidential information.
- Prioritize and organize tasks Receive, process, and disseminate information according to City, County, State and Federal laws, rules and regulations.
- Support division performance goals and objectives.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Work assignments are broad, performed with minimal supervision and may create pressure and fatigue.

Physical exertion is present due to occasional bending, twisting, reaching, standing, walking and stooping. Must be able to handle stressful situations, have flexibility to work outside of scheduled days and work hours, and travel to off-site facilities for training and special events as needed. Must be able to carry/lift/push or pull loads of up to 25 lbs.

Employees are frequently exposed to loud noises, unpleasant odors, cleaning agents, pet dander, and zoonotic diseases.

IMPORTANT INFORMATION REGARDING THIS POSITION

Revised Date/Consultant's Initials: 07/28/2015 AB