



Salt Lake County Job Description

Animal Customer Service Supervisor

DEPARTMENT: Public Works

JOB CODE: 174 **GRADE:** 013

SALARY PLAN: GEN

SAFETY SENSITIVE: Yes

DIVISION: Animal Services/4100

FLSA STATUS: Non-Exempt

EFFECTIVE DATE: 12/31/2012

JOB SUMMARY

Manages customer service program. Prepares and administers the annual budget. 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.

- Supervises staff, which includes hiring, orienting, training, assigning and reviewing work performance, annual work performance appraisals, and discipline. Coordinates and maintains work schedules for assigned personnel.
- Develops, updates, and implements policies and procedures; coordinates with Animal Services management to enhance services and develop new ideas to stimulate revenues.
- Coordinates scheduling adoption interviews and pre-screening potential adopters. Ensures sterilization surgeries are scheduled with veterinarians.
- Coordinates the pick-up of shelter animals with rescue groups and updates records as necessary.
- Prepares and administers annual budget. Secures cost of purchases and tracks expenditures on a monthly, quarterly, and yearly basis.
- Coordinates all purchasing activities with Contracts and Procurement, the Auditor's Office, contractors, and vendors. Purchases operating expenses, necessary supplies, and services using purchase requisitions, blanket contracts, countywide or state contracts as appropriate.
- Coordinates the billing and inspections of kennels, catteries, pet shows, groomers, etc.

- Performs cash management and payroll duties for the division (e.g., balances cashier revenue, prepares and reconciles financial reports, resolves discrepancies and issues, allocates funds, prepares bank deposits, collects time sheets, distributes payroll checks, and initiates payment of professional fees).
- Maintains inventory of supplies, equipment, and records on all customer service related activities (e.g., follow-ups, lost and found pets, incoming phone calls); provides reports to Division Director.
- Responds to customer complaints and investigates concerns regarding interactions with personnel; reviews customer refund requests, updates records with final determinations made, notifies customer of decision, and submits approved requests for processing.
- Approves euthanasia decisions in the absence of shelter manager or supervisor.
- Coordinates the issuance of watershed and avalanche permits with the public and the City and County Health Department.
- Provides information about permits, reviews applications, and sends permits and tags to pet owners.
- Performs administrative support functions for the office (e.g., maintains files, answers telephone calls, resolves issues, assists with difficult customers at the front counter, updates materials, and secures 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
- Filing systems, record keeping and inventory control

Skills and Abilities to:

- Supervise personnel
- Operate standard office equipment
- Work with computer software related to job specific duties
- 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

Work duties are typically performed in a general office setting.

IMPORTANT INFORMATION REGARDING THIS POSITION

Revised: 05/23/2017 GB