

**POSITION:**

Intake Coordinator (Part Time)

**LOCATION:**

Montgomery County Animal Control

**SUMMARY:**

This position is responsible for intake coordination of stray and owner surrendered animals of Montgomery County.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must successfully pass a pre-employment physical, Background Check and drug screen.

**SALARY:** \$12.17 per hour (Part Time)

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Provides prompt in-person and telephone customer service;
- Coordinates the intake of animals following safety protocol, and accurately enters computer data and completes necessary paperwork;
- Processes surrender paperwork and adoption applications;
- Educates customers on responsible pet guardianship and animal care;
- Assists customers seeking lost animals; assists customers with found animals;
- Administers vaccinations and dewormer to animal upon intake
- Keeps service desk areas orderly, stocked, and cleaned following disinfections protocol;
- Completes financial transactions with customers and provides documentation of such transactions;
- Provides excellent customer service
- May be required to assist with radio dispatching of officers to calls for service
- Answers incoming phone calls for citizen complaints regarding animal related issues and enters them into the computer system for dispatching

**EDUCATION and/or EXPERIENCE**

This position requires a High School diploma (or its equivalent) with 1 year of general office and customer service experience and 2 years animal handling experience or any equivalent combination or education, training and experience that provide the requisite knowledge, skills and abilities for this job.

**SPECIAL KNOWLEDGE and SKILLS**

This position requires effective oral and written communication skills, excellent interpersonal skills and intermediate computer literacy, as well as animal handling experience.

## LANGUAGE SKILLS

Incumbent must possess the ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Incumbent must possess the ability to write reports, business correspondence, and procedure manuals; effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

## REASONING ABILITY

Incumbent must possess the ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Incumbent must possess the ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

## CERTIFICATES, LICENSES, REGISTRATIONS

- Must hold a valid Tennessee driver's license or a reliable source of transportation.

## PHYSICAL DEMANDS

While performing the duties of this job, the incumbent is regularly required to sit and talk or hear. The incumbent frequently is required to use hands to finger, handle, or feel; reach with hands and arms. The incumbent is occasionally required to stand, walk, stoop, kneel, crouch, crawl and climb or balance. The incumbent must occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

## WORK ENVIRONMENT

While performing the duties of this job, the incumbent is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Closing Date: Until position is filled