



Date Revised:

ADMINISTRATIVE ASSISTANT

Job Code: 3
Exempt: No
Department: Animal Shelter
Safety Classification: Non-safety sensitive
Reports To: Officer Manager
Location: Washington County Animal Shelter

SUMMARY:

Works under the supervision of the Office Manager, performing many of the same duties plus others as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Takes phone calls and assists visitors to shelter, providing requested information, directing visitors to proper area, and routing phone calls to proper office.
- Takes adoption applications, screens them, makes necessary phone calls and refers them to Director with recommendation.
- Prepares adoption packets, assist adopters, collects adoption fee, and presents adopted animal.
- Assists Office Manager with adoption follow-ups.
- Works surrender desk, scheduling and accepting surrendered and stray animals and sending them to proper holding area.
- Enters animal data into computer and assists in maintaining accurate and timely animal records.
- Assists citizens reclaiming owned animals and collects appropriate fees.
- Takes and maintains both lost and found animal reports.
- Receives and distributes shelter supplies.
- Perform any other related duties as required or assigned.



WASHINGTON COUNTY

Job Description – Administrative Assistant

- Schedule and sign appropriate documentation needed by volunteers and community service workers.
- Media relations, record KNWA Pet of the Week and 40/29 Pets on Set segments in the absence of the Kennel Supervisors.
- Supervises work performed by part-time Administrative Assistants. Responsible for accuracy and completion of daily tasks.
- All other duties as assigned.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION and/or EXPERIENCE:

Mental alertness and adaptability to office and field area work routines. Equivalent to four years high school, with particular emphasis during high school in office skills, shop skills, or others, plus 12 to 18 months related experience and/or training. Or equivalent combination of education and experience. Must have knowledge of Excel and Microsoft Word.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Maintains monetary transactions, balances cash drawer, and prepares nightly deposit records. Responsible for upkeep and maintenance of office equipment such as desk top computer, lap tops, copier and printer.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

SUPERVISORY RESPONSIBILITIES

Supervises 2 part-time non-supervisory employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; planning, overseeing daily operations, ensuring policies are followed, assigning and directing work; appraising performance, addressing complaints and resolving problems.



COMMUNICATION SKILLS

Ability to effectively communicate verbally and in writing information and respond to questions in person-to-person and small group situations customers, clients, volunteers, general public and other employees of the organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to prepare and interpret bar graphs.

CRITICAL THINKING SKILLS

Ability to utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

SUPERVISION RECEIVED

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

PLANNING

Limited responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work operations.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and which would not only affect the operating efficiency of the individual involved, but would also affect the work operations of other employees and/or clientele to a slight degree.

MENTAL DEMAND

Strong mental demand. Operations requiring almost continuous attention, but work is sufficiently repetitive that a habit cycle is formed; operations requiring intermittent directed thinking to determine or select materials, equipment or operations where variable sequences may be selected by the employee.

ANALYTICAL ABILITY / PROBLEM SOLVING

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.



USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, office machines and equipment, etc.)

ACCURACY

Probable errors of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

PUBLIC CONTACT

Regular contacts with patrons, either within the office. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in limited problems for the organization.

EMPLOYEE CONTACT

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

SOFTWARE SKILLS REQUIRED

Intermediate: Contact Management, Spreadsheet, Word Processing/Typing
Basic: Accounting, Alphanumeric Data Entry

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

While performing the functions of this job, the employee is regularly required to sit, talk or hear; frequently required to use hands to finger, handle, or feel; and occasionally required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.



ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually loud.

SIGNATURE SECTION:

This job description has been approved by all levels of management:

HR Director: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date _____