

**WASHINGTON COUNTY**  
Job Description

**JOB TITLE: Office Manager–Animal Services**

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Exempt (Y/N): Yes

DEPARTMENT: County Judge–Animal Services

DATE PREPARED: April 2013

SUPERVISOR: Animal Shelter Director

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**GENERAL DESCRIPTION OF POSITION:**

This position works directly under the Director and supervises the Administrative Assistant; is the primary customer service representative, adoption counselor, and animal intake representative.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Takes phone calls from citizens and schedules incoming animals, provides adoption information, and provides requested information about shelter services. Welcomes visitors, provides information, and directs them to proper animal areas.
2. Sorts and distributes incoming mail and email.
3. Takes adoption applications, screens them, makes necessary phone calls, and refers (with recommendation) to Director for final determination of approval.
4. Prepares adoption contract and assists adopter in completing it, paying adoption fee, and claiming the adopted animal.
5. Receives adoption fees, donations, impound fees, etc., and at end of day balances the cash register and receipts.
6. Processes surrendered or stray animals brought into the shelter by citizens. Assists citizen in filling in required paperwork and sees that animal goes to proper holding area.
7. Enters animal data into computer and assists Veterinarian, Vet Tech, and Kennel Supervisors in maintaining accurate animal records.
8. Gathers material on assigned subjects for preparation of reports, presentations, etc.
9. Receive and distribute shelter supplies.
10. Oversees the purchasing of office supplies.
11. Oversees adoption follow up contact with adopters.

12. Compose, type, edit, and maintain routine to complex forms, correspondence, and reports. Maintains stock of pre-printed forms.
13. Supervises the Administrative Assistant.
14. Perform any other related duties as required or assigned.

## **QUALIFICATIONS**

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 EXPERIENCE**

Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc. Equivalent of four years in high school, plus night, trade extension, or correspondence school specialized training, equal to two years of college, plus 2 years related experience and/or training, and 7 to 11 months related management experience, or equivalent combination of education and experience.

## **RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT**

None.

## **SUPERVISORY RESPONSIBILITIES**

Supervises 1 non-supervisory employee(s). Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

## **COMMUNICATION SKILLS**

Ability to effectively communicate information and respond to questions in person-to-person and small group situations customers, clients, 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 direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

## **PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

## **DECISION MAKING**

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

## **MENTAL DEMAND**

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

## **ANALYTICAL ABILITY / PROBLEM SOLVING**

Directed. Supervisory and/or professional skills using structured practices or policies and directed as to execution and review. Interpolation of learned things in moderately varied situations where reasoning and decision-making are essential.

## **USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS**

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production 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 where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

## **EMPLOYEE CONTACT**

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

## **REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

## **PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Not indicated.

## **SOFTWARE SKILLS REQUIRED**

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

## **ADDITIONAL INFORMATION**

Not indicated.

## **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 talk or hear; frequently required to stand, walk, sit, use hands to finger, handle, or feel; and occasionally required to reach with hands and arms. The employee must occasionally lift and/or move up to 100 pounds; frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

## **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.

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