



POSITION OPENING

POSTING DATE: December 18, 2017

DEPARTMENT: Animal Control

POSITION TITLE: Animal Control Clerical Support

HOURS 8:00 AM – 4:00 PM (37.50 Hr. /Wk. Monday-Friday)

AFFILIATION: Union-Teamsters-Unit B

GRADE: 10

WAGE: \$12.45 – \$15.56/HR

APPLICATION DEADLINE: January 12, 2018

Interested candidates should submit a resume and a County Employment application to:

Ryan Sanders, Animal Control Director
21315 Illinois Route 9
PO Box 158
Tremont, IL 61568

The Tazewell County Employment application and job description can be found on the Tazewell County website at: <http://www.tazewell.com/> at the top under “How Do I...?”, “Apply for a Job”.

Tazewell County is an Equal Opportunity Employer



Tazewell County Job Description

Job Title: Clerical Support
Department: Animal Control
Reports to: Animal Control Director
FLSA Status: Non-Exempt
Affiliation: Union – Teamsters
Grade: 10
Prepared Date: July 18, 2014

SUMMARY: *The Administrative Specialist performs public contact of a clerical nature in a high volume environment. Serves as an entry level specialist and provides information to departmental staff and the general public and operates various office equipment of which is unique to the animal shelter. This position is also responsible for maintaining accounting records in absence of the Administrative Assistant.*

JOB RELATIONSHIP: Under the direct supervision and direction of the Animal Control Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following. Other duties may be assigned to meet business needs.

Screens and prioritizes incoming calls from citizens requesting animal control assistance during emergency situations in addition to taking routine calls relating to animals.

Monitors and operates two-way radio dispatch to provide assistance to animal control officers in the field.

Provides front-line customer service to the public, emergency and medical response personnel, regarding animal bites, assistance with completion of forms and/or reports, and providing information to citizens and pet owners of rabies confinement procedures, and notification to owners of legalities.

Monitors access to the animal shelter; initially screens and intervenes with animals as needed; directs visitors to adoption/viewing areas and gives general information on adoption.

Performs data entry to include entering information on pets, pet owners, and bite reports.

Maintains permanent shelter records including animal bite reports, daily deposit amounts, and records all rabies inoculations and registrations.

Troubleshoots computer software, as needed, to ensure efficient and timely clerical operations

Performs clerical functions such as copying, sorting and distributing mail, faxing information, assisting with mass-mailings and filing.

Accepts monies, provides receipts, and reconciles accounts for fines, rabies registration tags, adoptions, and redemptions. Prepares daily deposit of funds received.

Provides information of a sensitive nature to pet owners to include the process of euthanasia.

Maintains a humane and caring attitude towards animals at all times.

Serves in a lead capacity to assist with training in job skills and provides orientation to computer software system to new staff.

Performs other related duties as assigned.

May be required to cross train for other positions at Animal Control.

May require overtime and weekend hours.

SUPERVISORY RESPONSIBILITIES: This job does not exercise supervisory responsibilities.

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.

Ability to establish and maintain effective working relationships with others.

Ability to work in a stressful environment, diffuse stressful situations, and manage multiple tasks simultaneously.

Must have proficiency in use of database technology and use of networked computer systems.

Must be knowledgeable in the proper use of grammar, spelling, and punctuation.

Must have ability to perform addition, subtraction, multiplication and division; calculate percentages and decimals.

Must have excellent organization and record keeping skills.

Must have basic problem-solving skills and be able to handle multiple tasks with interruptions.

Must be familiar with office equipment: copier, multi-line phones, fax machine, two-way radio, cameras, computer, etc.

Must be able to elicit information from irate, upset, and anxious callers.

Ability to work with little supervision and maintain confidentiality.

EDUCATION and /or EXPERIENCE: High school diploma or general education degree (GED) with one year related experience and/or training; or equivalent combination of education and experience in office/clerical duties.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

CERTIFICATES, LICENSES, REGISTRATIONS: May be required to cross train for other positions at Animal Control that require a certificate.

REASONING ABILITY: Ability to carry out detailed written or oral instructions and to deal with different situations requiring the use of deduction to solve the problem.

LANGUAGE SKILLS: Ability to read and comprehend simple instructions, short correspondence, memos and to use good English. Ability to write simple correspondence and to effectively present information to co-workers and the general public. Requires considerable skill in the application of office methods and procedures.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to sit; and talk; or hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; and stoop; kneel; or crouch. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distant vision and depth perception.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Usually, normal office working conditions. The noise level in the work environment is quiet to moderate to loud.

The preceding job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this classification. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.