

Office Specialist



Position Description

Status

Regular Full-time (36 hours per week)

Compensation

B21

Bargaining Unit

Non-bargaining

Reports to

Shelter Operations Supervisor

Supervises

none

Position Category

Specialist

Summary

This position greets and assists members of the community in a professional manner, both in person and on the phone, making follow-up calls when necessary. Ensures that all information regarding adoptable shelter animals is entered and kept current on the pet adoption website. Assists in processing fostering and adoption applications and setting up meet and greets with potential fosters and adopters. Ensures that fostering and adoption documentation is filed appropriately. Processes the weekly deposit of fees and donations received for the Allegan County Animal Shelter. Enters department invoices and payroll information into the payroll system.

Essential Functions

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

1. Greets and assists members of the community over the phone and in person with general questions, completing an application, surrendering an animal to the shelter, meeting a shelter animal, etc. Review and recommend animal adoption applications and check references and vetting records.
2. Ensures that shelter forms are up to date, and that they are completed fully and accurately. Performs follow-up as needed on incomplete forms to obtain the missing information.
3. Enters shelter animal information in Petpoint (web-based software to record all animal information) – This includes intake, medical, behavioral testing and adoption records.
4. Prepare the shelter deposit of fees and donations received. This entails counting the cash, checks and credit card receipts to ensure all money is accounted for and matches receipts. Prepares transmittal form for the County Treasurer's office, then delivers in person the cash, checks, and credit card receipts to the County Treasurer's office.
5. Enters animal shelter-related invoices into the financial system - Examples are purchases for cleaning supplies, spay and neuter reimbursement invoices, and the shelter veterinarian invoices.
6. Reviews the timesheets, along with the supervisor, to make sure they are correct. Enters payroll into the payroll system.

7. Update Petfinder (a national web-based adoption site) with the adoptable animals once off stray hold and are ready for adoption. This includes animal photos, breed, and characteristics with a biography.

Competencies

- Customer Focus
- Teamwork
- Employee Engagement
- Process Focus
- Financial Resources
- Goal/Results Oriented
- Communication
- Leadership & Influence
- Decision Making & Judgement
- Analysis & Problem Solving

Supervisory Responsibility

This position does not have direct supervisory responsibilities.

Work Environment

This position works in an office area within an animal shelter setting.

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 regularly required to express oneself and exchange information both verbally and in writing. The employee is frequently required to move about the office environment, operate a computer and other office machinery, and move or transport files or other items to meetings and other office spaces. This is largely a sedentary role; however, some filing is required. The ability to open filing cabinets and bend or stand on a stool as necessary is required.

Travel

Travel may be required throughout the County.

Required Education and Experience

1. High School Diploma or equivalent (G.E.D.).

Other Duties

Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service delivery, and the ability to work productively as a member of a team or work group are basic requirements of all positions at Allegan County.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signature

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

Employee_____Date_____