



Office of Human Resources
Animal Shelter Assistant - CC3158

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General Statement of Duties

Performs specialized and/or technical office support work that requires detailed knowledge of the specialized/technical area for work at the Denver Animal Shelter.

Distinguishing Characteristics

This class performs specialized and/or technical office support work that requires lifting of 20-50 lbs. This class is distinguished from an Administrative Support Assistant IV which performs specialized and/or technical office support duties that require detailed knowledge of the specialized/technical area where the lifting requirements are 0-10 lbs.

This class is distinguished from the Administrative Support Assistant V class that performs permanently assigned lead work in office support duties on a different shift or in a different location from the work unit supervisor or in a work unit where the first line supervisor's span of control is ten or more employees and performs the job responsibilities of the work unit or function. The Animal Shelter Assistant class is distinguished from the Supervisor of Administrative Support I class that performs supervisory duties over employees who perform office support work and establishes unit and staff work goals and objectives. Additionally, the Animal Shelter Assistant class is distinguished from the Administrative Support Assistant III class that performs a variety of full performance level office support work.

Definition of Specialized/Technical Office Support Work:

Possess a detailed working knowledge of complex procedures, regulatory guidelines, codes, ordinances, and/or other technical/legal requirements. Requires a comprehensive knowledge of office practices and procedures and a specialized knowledge of the policies, procedures, and practices applicable to the assigned area. Interprets and applies regulatory guidelines, laws, and/or procedures to specific situations. Considerable independent judgment is required to determine and evaluate facts and make decisions without the benefit of direct guidance or supervisory review where the cost of correcting errors could be substantial in either time or money. Responds to sensitive inquiries and problems related to the specialized/technical area and resolves problems by making reliable decisions.

Level of Supervision Exercised

By position, performs lead work.

Essential Duties

Interprets, applies, and explains regulations, policies, standards, and/or procedures to internal/external customers based on extensive knowledge of a specialized area within a defined scope.

Conducts initial needs assessment, ascertains nature and extent of complaint and severity of problems, and interviews defined clients and/or family members to elicit information to determine client's/family's medical, employment, economic, educational, and emotional history.

Evaluates client's needs, interest, motivation, and pattern of responsibility, reviews case records for client and family profiles, socio-economic history, previous treatment and services experience, and/or special problems and needs, and reviews and discusses case, problems, prognosis, behavior patterns, and needed services with a supervisor or other senior level staff.

Reviews and evaluates forms, applications, computations, documents, and/or other information to determine accuracy, completeness, acceptability, or compliance based on extensive knowledge of a specialized area or legal requirements.

Determines and evaluates facts and makes decisions without the benefit of direct guidance or supervisory review where the cost of correcting errors could be substantial in either time or money.

Prepares and processes documents and other forms in accordance with legal precedents or other specialized/technical procedures.

Recommends improvements or solutions to problems within a range of specified, acceptable, and/or standard alternatives and technical practices.

Provides specialized information, identifies problems within a defined scope and has the authority to resolve discrepancies, and follows up on requests or complaints.

Responds to sensitive inquiries and problems related to the specialized/technical area and resolves problems by making reliable decisions.

Examines, checks, and approves/rejects information and determines appropriate services within a defined scope.

Actively participate on the Department's emergency preparedness and response team(s) to support meeting the Department's public health and environmental responsibilities outlined in the City's Emergency Operations Plan.

Performs other related duties as assigned

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Conscientiousness - Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior.

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Decisiveness - Makes well-informed, effective, and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Knowledge & Skills

Knowledge of standard office practices and procedures sufficient to be able to process various types of paper work associated with office support duties.

Knowledge of crisis intervention theory sufficient to be able to perform the duties related to the work assignment.

Skill in making decisions in emergency situations where there is no opportunity or time to seek supervisory assistance or conduct significant analysis of the options.

Skill in typing.

Skill in utilizing computer software to accomplish a variety of tasks.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Three (3) years of full performance office support/clerical work (type and level of an Administrative Support Assistant III).

Education & Experience Equivalency

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

Potential exposure to multiple animal species

Level of Physical Demand

3-Medium (20-50 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Near Acuity: ability to see clearly at 20 inches or less.

Depth Perception: ability to judge distances and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Color Vision: ability to distinguish and identify different colors.

Lifting: raising or lowering objects weighing no more than 50 pounds, from one level to another.

Must be able to handle animals without allergy restrictions.

Background Check Requirement

Criminal Check
Employment Verification
By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: C-614
FLSA Code: N
Established Date: 3/3/2019
Established By: LS
Revised Date:
Revised By:
Class History: