General Statement of Duties

Performs specialized and/or technical office support work and assists with animal care and handling that requires direct animal handling and detailed knowledge of the specialized/technical area for work supporting the ethical and humane treatment of animals 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 also distinguished from the Animal Shelter Administrative Supervisor, who supervise and coordinate activities of workers involved in performing specialized and/or technical office support work and assisting with animal care and handling that requires direct animal handling and detailed knowledge of the specialized/technical area for work supporting the ethical and humane treatment of animals at the Denver Animal Shelter.

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.

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.

Animal handling, administers vaccinations and microchips, restrains animals, scans for microchips, leashes and maintains animal’s safety while putting into kennels and removing from kennels, performs adoption counseling and dog meets, which requires working knowledge of animal behavior and medical information to determine appropriate animal placement, and performs restricted breed evaluations which requires certification on expert level skills in identifying breed characteristics.

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.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

**Level of Supervision Exercised**

By position, performs lead work.

**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**

Additional appropriate education may be substituted for the minimum 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.):

Accommodation: Ability to bring objects into focus.
Bending/Twisting: Bending, twisting, or positioning oneself to aid in the rescue capture of animals.
Climbing/Balancing: Ascending step stools and ladders maintaining equilibrium.
Crawling: Moving close to the ground in a tight, cramped space to rescue, trap, or capture animals.
Color vision: Ability to distinguish and identify different colors.
Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.
Fingering: Picking and pinching, through use of fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Kneeling/Crouching: Ability to locate and capture animals from a lowered position.
Lifting: Moving objects weighing no more than 50 pounds from one level to another.
Lifting/Carrying: Move live and dead animals up to 50 pounds.
Must be able to handle animals without allergy restrictions.
Pushing/Pulling: Transport and control traps and cages, animal foods, equipment.
Reaching/Handling: Moving, positioning, and handling traps and cages, animal foods, equipment. Extending the hands and arms or other device in any direction.
Repetitive motions: Making frequent or continuous movements.
Running: Ability to quickly pursue an animal for 60 seconds
Sitting: Remaining in a stationary position.
Talking: Communicating ideas or exchanging information.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

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<tr>
<th>Background Check Requirement</th>
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<tbody>
<tr>
<td>Criminal Check</td>
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<tr>
<td>Employment Verification</td>
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<tr>
<td>By position, Motor Vehicle Record</td>
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<tr>
<th>Assessment Requirement</th>
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<tbody>
<tr>
<td>None</td>
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<tr>
<th>Probation Period</th>
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<td>Six (6) months.</td>
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<tr>
<th>Class Detail</th>
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<tr>
<td>Pay Grade: NE-10</td>
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<tr>
<td>FLSA Code: N</td>
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<tr>
<td>Established Date: 3/3/2019</td>
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<tr>
<td>Established By: LS</td>
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<td>Revised Date: 11/5/21</td>
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<td>Revised By: BM</td>
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<tr>
<td>Class History: Revised General Statement of Duties, Distinguishing Characteristics, Essential Duties, and Physical Demands.</td>
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