

CITY of AZTEC JOB DESCRIPTION

Job Title: Animal Shelter Customer Care Specialist
Department: Animal Shelter
Shift: **40 hours per week Monday-Friday**
Pay Plan: LEVEL 8 \$16.09/hr
Exempt: No
Reports To: Animal Shelter Director
General Direction From: Animal Shelter Director
Position Closes: **Open Until Filled**

PURPOSE & NATURE OF JOB

Under the general direction of the Director this position answers phones and assists internal and external customers in any way possible while maintaining a professional, courteous and caring attitude; greets visitors and gives direction and information. This position will work cooperatively and in conjunction with shelter volunteers and local law enforcement personnel. Performs a variety of routine and non-routine clerical duties.

ESSENTIAL DUTIES

- Answer incoming calls promptly, provide information to the public, route calls to appropriate personnel, dispatch Animal Control Officers as needed, and take messages accurately.
- Schedule appointments for adoptions, spay/neuter surgeries, and animal surrenders.
- Process all animals entering the shelter: photograph, weigh, assign kennel or feral housing, and administer vaccines to healthy animals as trained.
- Walk dogs and assist with kennel cleaning, including intake, isolation, and surgery areas.
- Prepare, type, edit, and copy correspondence, reports, and other documents; input data into standard office and departmental forms; maintain filing and record-keeping systems.
- Record and track community service hours for volunteers and report to the appropriate agencies.
- Complete intake sheets, adoption forms, surgery consent forms, and return-to-owner (RTO) paperwork accurately; maintain lost-and-found records legibly.
- Collect fees, process payments accurately, and handle cash, checks, and credit card transactions securely. Complete deposits slips at the end of each business day.

- Provide daily care and handling of animals, ensuring proper feeding, cleaning, and enrichment under supervision.
- Maintain the shelter's front desk area, keeping it clean, disinfected, organized, and welcoming to visitors.
- Assist with answering routine emails and social media messages regarding adoptions, volunteer opportunities, and lost/found animals.
- Provide education and information to the public on responsible pet ownership, shelter policies, and local ordinances.
- Support adoption events and outreach activities as needed, including helping set up materials, interacting with the public, and documenting adoptions or inquiries.
- Alert supervisors to any medical, behavioral, or safety concerns observed in animals or the facility.
- May be asked to assist with the humane euthanasia of mortally wounded animals, also may be asked to help euthanize owned animals with the owner in the room and would be required to maintain a level of professionalism, respect and empathy.
- Contact with animals will occur on daily basis.

RESPONSIBILITIES

Supervision:	N/A
Public Contact:	Recurring routine contacts with public and/or workers in other departments.
Budget:	N/A
Other:	Responsible for keeping reception area clean, including mopping up urine and picking up feces. Keeping area disinfected to help prevent the spread of disease. Required to answer calls or texts from the Director or Supervisors after hours.

GENERAL INFORMATION

The duties/responsibilities listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

MINIMUM JOB QUALIFICATIONS / REQUIREMENTS

- Must be able to pass a pre-employment physical and drug screen.
- Must have a valid driver's license.
- May be subject to random drug/alcohol testing as per city policy.

Education:	High School Diploma or G.E.D.
Experience:	One year Secretarial/Clerical/Customer Service experience preferred.
Knowledge:	Working knowledge of computers. Knowledge of different animal breeds required.
Certificates/Licenses:	N/A
Recertification:	N/A
Use of Tools and/or Equipment:	Computers, copier/fax/scanner, telephone, 10-key calculator, two way radio

WORK ENVIRONMENT

Physical Demands:	Effort is minimal and is exerted only for short periods. Involves lifting of animals, objects and working materials. Will involve pushing, pulling, reaching, bending. Required normal hearing and visual activity. 80 Pound Lift Test
Hazards:	Hazards can include bites and or scratches from both domestic and non-domestic animals, as this position is the first point of contact with incoming public and their animals.
Exposures:	The smells in this work environment are not the normal office environment.