

City of San José
CLASS SPECIFICATION

Title: Animal Care Attendant FT/PT (3254/3257)

| DEPARTMENT | ACCOUNTABLE TO | FLSA STATUS |
|-------------------|-------------------------------|--------------------|
| Public Works | Shelter Operations Supervisor | Non-exempt |

CLASS SUMMARY

Under general supervision, provides support to the animal shelter program by caring for animals. Feeds and cares for impounded animals; properly kennels all animals. Cleans and disinfects shelter facilities, kennels, vehicles, and equipment. Euthanizes animals exhibiting various behaviors or medical conditions. Receives stray and relinquished animals that are brought to the shelter and assists the public in claiming impounded animals. Assists clients in adopting pets. Performs other related duties as required.

DISTINGUISHING CHARACTERISTICS

The Animal Care Attendant classification assumes responsibility for performing the full range of duties associated with feeding, cleaning and housing impounded animals. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Animal Health Technician in that the latter class performs paraprofessional medical care and treatment duties under the direction of veterinarian staff.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

Completion of high school or equivalent (General Education Development [GED] Test or California Proficiency Certificate).

Required Licensing (such as driver's license, certifications, etc.)

- Obtain euthanasia certification within one (1) year of date of hire.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills; displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Teamwork & Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.

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- Customer Service – Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently using professional demeanor.
- Flexibility - Makes effective decisions and achieves desired results in the midst of major changes in responsibilities, work processes, timeframes, performance expectations, organizational culture, or work environment.
- Multi-Tasking - Can handle multiple projects and responsibilities simultaneously; has handled a wide variety of assignments in past and/or current position(s).
- Reliability - Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.

| DUTY NO. | TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following: | FREQUENCY* |
|----------|--|---------------------|
| 1. | Receives stray and relinquished animals that are brought to the shelter; assists the public in claiming impounded animals; receives associated fees. | Daily/Several Times |
| 2. | Feeds and cares for impounded animals; properly kennels all animals. | Daily/Several Times |
| 3. | Cleans and disinfects shelter facilities, kennels, vehicles, and equipment as necessary. | Daily/Several Times |
| 4. | Assists the public in adopting pets; brings selected animals to the front desk; answers questions regarding age, breed characteristics and treatment of animals; and advises the public of legal rights and responsibilities concerning pet ownership. Explains and interprets animal control laws, ordinances, regulations, procedures, and policies to the public. | Daily/Several Times |
| 5. | As directed, euthanizes animals exhibiting various behaviors or medical conditions; perform these duties in a safe manner. | Daily/Several Times |
| 6. | Completes and maintains accurate records on all animals entering the shelter. | Daily/Several Times |
| 7. | Receives complaints and reports from the public and other agencies regarding stray animals, animal nuisances, injured animals, or abuse of animals. Answers emergency calls concerning persons bitten by animals and ensures appropriate action is taken and proper staff is notified. | Daily |
| 9. | Makes minor repairs to facilities and equipment. | Intermittent |
| 10. | Assigns and monitors work of volunteers and community service assignees that perform various tasks for the Animal Care and Services program. | Intermittent |
| 11. | Performs other related duties as required. | As Required |

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

Possess ability to:

- Move between/within work areas, including but not limited to sitting, standing, and walking on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Communicate in person and over the telephone or radio;
- Maintain professional demeanor during interactions with staff, customers, and the public.

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When assigned to an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Be exposed to moderate noise levels and controlled temperature conditions.

When assigned to fieldwork, possess ability to:

- Maintain strength, stamina, and mobility to perform low to medium physical work for long durations;
- Respond to changing emergency conditions;
- Lift, carry, push, and pull materials and objects (such as animals and equipment) up to 50 pounds, or heavier weights, in all cases with the use of proper equipment;
- Be exposed to unpredictable working conditions including but not limited to loud noise levels, moving mechanical parts, inclement weather conditions, confined workspaces, toxic or caustic chemicals, hazardous physical substances, odors, gases, dust, and blood borne pathogens while using hypodermic needles on animals, and animal scratches and bites.

CLASSIFICATION HISTORY *Created 3/01; Rev. & Ret. 4/05 (formerly Kennel Attendant); Rev. 6/14, Rev. 08/18; s003*