

MACS Part-Time Office Clerk

Position Title: Part-Time Office Clerk

Department: Animal Shelter

Incumbent serves as a Part-Time Office Clerk of the Animal Shelter with the responsibilities of assisting the public, dispatching Animal Control Officers, maintaining records, upkeep of the office area, and assisting the Office Manager.

Working hours are three 9:30am-5:30pm shifts Monday-Friday, and every Saturday 11:00am-5:00pm.

Essential Job Functions:

- Assists the public in person
- Answers telephone, email and social media.
 - Receives and records public complaints and dispatches Animal Control Officers.
 - Receives and records reports of lost/found animals.
 - Receives and answers public inquiries regarding sheltered animals, services and ordinances.
 - Schedules veterinary appointments and adoption meet-and-greet appointments
 - Monitors Shelter social media platforms and responds to comments and messages
 - Posts educational, marketing and entertainment material
- Collects fees and maintains records
 - Maintains cash register at open/closing, prepares accurate deposit
 - Processes adoptions, reclaims, and transfers
 - Maintains accurate records of animal intakes, adoptions, reclaims and transfers
 - Enters animal, person, and complaint records into digital database
- Maintains clean and orderly office area
 - Sweeps and mops
 - Cleans windows
 - Cleans counters and desk
 - Cleans restrooms
 - Clears and treats entrance during Winter
- Assists with processing, handling and cleaning animals.

Minimum Qualifications/Requirements:

- High School Diploma or equivalent.
- Ability to effectively communicate with the general public in a courteous and tactful manner.
- Ability to write legibly, and communicate using proper grammar and accurate spelling.
- Possess general computer skills with proficient ability in:
 - Microsoft Word, Excel and Outlook
 - Facebook, Tik-Tok, Twitter, Instagram and various social media platforms
- Ability to perform accurate basic arithmetic such as adding, subtracting, dividing and calculating percentages.
- Ability to read, understand, memorize and abide by the Department's Standard Operating Procedures and City Animal Ordinances.
 - Ability to extrapolate solutions across a variety of scenarios according to policy
- Ability to properly handle a variety of animals of different temperaments in various conditions of health.