



JOB DESCRIPTION

CLERK/CASHIER

\$29,484 - \$36,525 annual salary, generous benefits package, including 14% agency contribution to retirement. (Non-benefited position during training)

Under the direct supervision of the Manager, Outreach and Community Services and the Front Office Supervisor, Customer Service Representatives (Clerk/Cashiers) are the first line of contact with customers. Customer Service Representatives assists customers with their inquiries; receives requests for animal control services over the telephone and at the front desk; greets and serves requests of visitors to the Animal Care Center; process pet adoptions, animal related complaints; answer questions, provide information and education on programs and services, and respond to requests for agency specific programs and records requests and a variety of other accounting, clerical and record keeping duties.

REPRESENTATIVE DUTIES

- Answer telephones, taking information regarding requests for animal control services and provides information about agency programs from citizens and government agencies.
- Provides agency and general information over the counter and on the telephone. Gives written information and instruction to public at front counter.
- Operates network computer station.
- Inputs service requests and impound records into computer and relays information to animal control officers.
- Processes pet adoptions, records and service requests, monetary transactions for animal adoptions, redemptions and other services.
- Performs animal license records verifications to locate owners of animals found with identification.
- Perform accounting and filing duties.
- Researches routine questions required to complete a task. This may include asking direct questions, investigating a situation, determining the sources of a problem, and systematically obtaining additional data from various sources.
- Other duties as assigned.

MINIMUM QUALIFICATIONS/EXAMINATIONS:

- Must possess a high school diploma from an accredited high school or General Equivalency Degree (GED) / California High School Proficiency Exam Certificate (CHSPE).
- No felony convictions or crimes of moral turpitude
- Ability to lift up to 50 lbs.
- Must pass a pre-employment physical examination.
- Ability to pass a specified written test with a minimum score of 70%.
- Applicants must have a working knowledge of typing keyboard.
- Demonstrates a competent work history and attendance record in good standing.

KNOWLEDGE AND ABILITIES

- Capability to meet attendance schedule with dependability and consistency
- Capability to think clearly and act quickly in emergencies
- Capability to handle multiple work requests under pressure with frequent interruption
- Capability to understand and follow oral and written instructions
- Ability to work independently and as part of a team; establish and maintain effective and cooperative relations with the others
- Knowledge and ability to operate standard radio/transmitting equipment, multi-line telephone system, computer system, and other office equipment effectively
- Knowledge and ability to use office equipment including basic computer functions and industry-wide software applications.

KNOWLEDGE AND ABILITIES *continued...*

- Knowledge of general office practices and procedures, including accounting, business correspondence, filing, spelling and a good command of the English language.
- Skill in observing situations analytically and objectively and relaying details accurately and take effective action within established guidelines
- Knowledge of geography for SEAACA jurisdiction and surrounding areas and skill in reading and interpreting maps to determine locations and jurisdictional boundaries
- Skill in multitasking, coordinating simultaneous mental, manual and visual activities
- Knowledge or ability to learn standard public safety radio code and other coding systems and broadcasting procedures
- Knowledge of public service activity and methods of local government; knowledge of law enforcement terminology and procedures
- Respond to a constant influx of telephone calls and respond to customer inquiries within established turnaround times.
- Ability to communicate sensitive information to customers and the ability to handle people who are distressed, difficult, or even hostile
- Use sound judgment when evaluating a wide variety of information. Identify alternatives from diverse sources and choose the best solution from several options, then initiate appropriate actions within prescribed guidelines.
- Obtain cooperation from others; establish and maintain effective working relationships with a variety of individuals.

PHYSICAL CLASSIFICATIONS/ESSENTIAL JOB FUNCTIONS

On a continuous basis, sit at a desk for a long period of time in front of a computer screen; intermittent twisting to reach equipment or supplies. Position also requires prolonged sitting, standing, walking, reaching, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement, and fine coordination in retrieving and entering data using a computer keyboard. Additionally, the position requires near and far vision in reading work related documents and using the computer, and acute hearing is required when providing phone, dispatch, and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 50 pounds also is required.

- * Must possess a certain level of customer service experience with a demonstrated ability to respond under stress and handle several tasks simultaneously.
- * Remains calm under emergency situations.
- * Communicate effectively and tactfully with citizens, staff and city contacts in person and by telephone.
- * Compose, prepare and read typewritten or handwritten documents.

SPECIAL INFORMATION

Employees in this job classification will be required to work rotating shifts, including early morning days, nights, weekends and holidays. Hours may be for various durations up to 12 hours a day, however, normally do not exceed eighty (80) hours in any two week period.

ELIGIBILITY INFORMATION:

Initial appointment is contingent upon satisfactory completion of a physical examination, drug screening, Live Scan background check and verification of identity and right to work in the United States. Hiring is contingent on selected candidate passing a background check before a formal offer can be extended.

SELECTION/EXAM PROCESS:

The person selected will be expected to perform all the functions of the position. Based on a review of the applications received, the candidates appearing to be the most qualified and meeting SEAACA's particular needs will be invited in writing to the exam process.

CLOSING DATE FOR ALL APPLICANTS: SEPTEMBER 18, 2017 @ 5:00pm