



CLASS TITLE | ANIMAL SHELTER INTAKE OFFICER

PAY GRADE: LT-15| www.cityoftulsa.org/pay

Class Code: 8561

Effective Date : 06/14/2023

PURPOSE OF THE CLASSIFICATION: Under direct supervision, provides care for live animals, cleans and sanitizes Tulsa Animal Welfare Shelter, ensures the safety of visitors when around live animals, impounds public animals in compliance with applicable policies and procedures and local, state, and federal regulations, and performs a variety of duties necessary for the operation of the municipal animal shelter; and performs other related duties as assigned.

ESSENTIAL TASKS:

- Monitors and cares for live animals at the animal shelter, including cleaning cages and animals, noting any changes in physical or mental wellbeing of animals in Tulsa Animal Welfare's care, providing species appropriate food, washing and drying laundry, and safely walking animals, as appropriate
- Moves animals, as needed, maintaining animal records, such as weight, physical condition, treatments received, medications given, and food intake and other potential data as needed
- Completes accurate intake of animals from citizens, tracking the placement of animals, and ensure compliancy with all applicable regulations, policies and procedures in all duties
- Follows established protocol to evaluate the health, age, and physical and behavioral condition of all animals needing placement
- Consults with management regarding concerns regarding animals that may have additional needs
- Vaccinates animals up for adoption and ensures the accuracy of vaccination records
- Provides and models timely, polite, and respectful internal and external customer service regardless of the circumstances
- Provides compassion and understanding with members of the public needing to surrender their pets and when discussing the operation of the animal shelter and assisting citizens on locating their pets
- Utilize appropriate software to maintain records, impoundments and reflect movement of animals.
- Maintains the cleanliness of the building, grounds and animal cages, following safety guidelines for chemicals or cleansers and adhering to the guidance of veterinary staff and management
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

- (a) Graduation from high school or possession of a General Education Development Certificate (GED); **and,**
- (b) Six (6) months experience relevant to the essential tasks listed in this job description; **including,**
- (c) Three (3) months of experience as a Kennel Maintenance Worker; **or,**
- (d) Three (3) months of experience in a veterinary or boarding kennel facility.

Knowledge, Abilities and Skills:

Knowledge of:

- Good knowledge of the cleaning procedures for kennel areas
- Good knowledge of the safety requirements of the work performed
- Some knowledge of the care and feeding of animals

Ability to:

- Perform manual labor under any weather conditions



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- Keep simple records
- Understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding.
- Demonstrate empathy and understanding for the community and pets served, teammates and partners in animal welfare
- Treat others with respect
- To communicate effectively, both verbally and in writing
- Actively listen and follow instructions given
- Ability to add, subtract, multiply, and divide in all units of measure using whole numbers and common fractions
- Ability to read, analyze, and interpret documents

Skill in:

- Working cooperatively in stressful situations
- Providing high level customer service

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting, carrying, pushing, and pulling up to 60 pounds; may be subject to walking, running, standing, sitting, reaching, bending, handling, smelling, twisting, reaching with hands and arms, crouching or crawling, lifting a repetitive motions; and vision, speech, and hearing sufficient to perform the essential tasks. Work regularly requires exposure to fumes or airborne particles, exposure to toxic or caustic chemicals, including urine, blood, and feces, and exposure to outdoor weather conditions, and exposure to bloodborne pathogens; work is generally in a loud noise location.

Licenses and Certificates:

- a) Possession of a valid class "D" Oklahoma Driver license; **and**,
- b) Completion of Fear Free Shelters Certificated program within six (6) months of date of hire.

WORKING ENVIRONMENT: Working environment is primarily outdoors and occasionally indoors and includes occasional outdoor work in inclement weather. May be exposed to the following: animal waste/dead animals, traffic, cramped work areas, weather/temperature extremes, rough terrains, damp/wet surfaces, snow/ice covered surfaces, animal bites, insect bites, poisonous plants, toxic fumes/vapors/odors, and high noises.

EEO Code: N-07

Group: Labor and Trades

Series: Public Safety Technical