

SNOHOMISH COUNTY JOB DESCRIPTION

ANIMAL SERVICES ADMINISTRATIVE SPECIALIST

Spec No. 2398

BASIC FUNCTION

Perform a variety of administrative, analytical and technical functions to support the operations of the Animal Services Division and provide administrative support to the Animal Services Division Manager.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Maintains databases for tracking and reporting on division activities such as employee training, supplies, case file status, licensing, notice of violations (NOV) issued, appeals, and criminal referrals. Monitors applicable due dates to ensure deadlines are met.
2. Oversees and administers the pet licensing program, processes pet licenses, dangerous dog registrations and kennel transactions. Reviews documents for accuracy and compliance with applicable laws and procedures.
3. Maintains accurate records of financial transactions for the division such as; shelter fees, licensing fees, reimbursements, fines paid or sent to collections, and other division transactions. Processes check and credit card transactions; reconciles financial receipts and reports.
4. Performs day-to-day personnel administration, including processing payroll, leave and overtime requests, and out of class pay determinations.
5. Provides relief support and performs all duties of the Animal Services Coordinator when needed.
6. Provides customer service in-person, by phone and by email.
7. Compiles and analyzes data from a variety of sources and develops statistical reports in order to guide decision making. Creates custom and ad-hoc reports, queries and workflows to improve and trouble shoot data quality.
8. Provides information and guidance to the public and other agencies regarding compliance with state and county animal control laws and policies.
9. Serves as a subject matter expert for division applications/systems.
10. Assists with preparation of civil appeals and criminal cases.
11. Compiles Animal Services' responsive records for public records requests.
12. Performs other duties as assigned.

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MINIMUM QUALIFICATIONS

An Associate's degree in public administration, business administration or related field; PLUS three (3) years of professional experience in administrative operations; OR any combination of training and/or experience that provides the required knowledge and abilities. Must pass job related tests.

PREFERRED QUALIFICATIONS

- Experience in office operations/management.
- Experience in a regulatory or enforcement environment.
- Experience in financial reconciliation.

KNOWLEDGE AND ABILITIES

Knowledge of:

- standard office practices and procedures
- Microsoft Office suite and database management
- customer service techniques and practices
- bookkeeping, accounting and cashiering methods
- continuous improvement practices and techniques
- statistics/data analytics methods and techniques

Ability to:

- prepare correspondence, reports, and other written materials using business writing standards
- process and track financial reports for division activities
- make purchases for the division within authorized spending limits
- use a variety of software or applications, including word processing, spreadsheets and workflow/data-tracking software
- exhibit positive, enthusiastic and cooperative work habits
- present a professional attitude and appearance
- answer and respond to telephone calls in a timely, clear and concise manner
- exercise sound decision making within the scope of assigned authority
- take initiative, work independently and organize workload
- communicate effectively, both verbally and in writing
- participate in continuous improvement activities within the division/office
- establish and maintain effective working relationships with the animal services unit, superiors, associates, other agencies, and the general public
- analyze situations quickly and objectively to determine course of action

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KNOWLEDGE AND ABILITIES (Continued)

- evaluate forms, policies and procedures and make recommendations to correct deficiencies and resolve issues
- understand and explain state law, county codes, policies and procedures pertaining to Snohomish County Animal Control

SUPERVISION

The employee is supervised by the Animal Services Manager and has latitude in handling the day to day operations of the division. The employee resolves issues in accordance with applicable laws, instructions, policies and procedures. Work is reviewed through meetings, periodic status reports and by evaluation of results obtained.

WORKING CONDITIONS

The work is performed in the usual office environment. The work may involve interaction with intimidating or hostile individuals and may include exposure to sensitive or unpleasant information involving animal neglect, cruelty and other investigations. Travel may be required to attend training and conferences.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: January 2018

Revised and retitled: November 2018, from Animal Services Admin Analyst

EEO Category: 5 - Paraprofessionals

Pay Grade: 237 – Classified Pay Plan

Workers Comp: 5306 Non-Hazardous