



BOARD OF SUPERVISORS AGENDA ITEM REPORT

Requested Board Meeting Date: February 5, 2019

Title: Classification and Compensation Matters - New Classification

Introduction/Background:

A new job classification was requested by the Pima County Animal Care Center Director for the position of Animal Care Response Specialist-Unclassified to perform support services in a variety of areas within the Animal Care facility.

Discussion:

The Pima County Animal Care Center's (PACC) workload varies and can increase dramatically within a short period of time, often with little notice and/or time to recruit and hire staff to meet the demands of the workload. With the creation of the Animal Care Response Specialist-Unclassified job classification, PACC will have more flexibility to develop a pool of available staff to be scheduled on an as needed, short notice and/or seasonal basis to assist in a variety of areas, including the shelter, clinic, intake and/or adoptions unit in order to ensure continuity of services and operations within the 24-7 operational facility.

Conclusion:

This proposed new Animal Care Response Specialist-Unclassified classification will provide an accurate description of the work assigned to the positions that will provide support services to the Animal Care Center on a seasonal, on-call, or scheduled on an as-needed basis.

Recommendation:

It is recommended that the Class Code 7200, Class Title Animal Care Response Specialist - Unclassified, Salary Grade U1, Salary Range \$11.00 - \$32.44 per hour, EEO Code 5 (Paraprofessional), FLSA Code Non -Exempt (paid overtime), be approved for use within the County's classification system.

Fiscal Impact:

The creation of this new classification has no immediate cost impact to the County as any additional costs incurred in hiring a position allocated to this classification will be borne by the department from within its current budgets. Cost impact in future budget years will be planned for by the department through the County's normal budget process.

Board of Supervisor District:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☒ All

Department: Human Resources

Telephone: 724-2732

Contact: Kristen Auerbach

Telephone: 724-5908

Department Director Signature/Date: _____

[Signature] 1/24/19

Deputy County Administrator Signature/Date: _____

Tom Juhke 1-24-19

County Administrator Signature/Date: _____

C. R. Schubert 1/24/19

Code: 7200

Title: ANIMAL CARE RESPONSE SPECIALIST - UNCLASSIFIED

SUMMARY: This classification performs support services to the Pima County Animal Care Center's operations in a variety of areas, including the shelter, clinic, intake and/or adoptions units in order to ensure continuity of services and operations within the 24-7 operational facility. This classification is distinguished from other classifications used within the Animal Care Center by its use for positions which are seasonal, on-call, or scheduled on an as-needed basis. This classification is in the unclassified service and is exempt from Pima County Merit System Rules.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Serve in various functional areas at Pima Animal Care Center (PACC) including the pet support center, adoptions and the medical clinic as needed;

Process incoming cats, dogs and other companion species, speak with owners and finders, enter information into the shelter software system, vaccinate animals, and perform intake evaluations;

Assist shelter and medical clinic staff, restrain pets for exams and vaccines, perform routine care including medicating and vaccinating, move animals and prepare them for surgery, and perform other duties as assigned by a veterinarian or shelter supervisor;

Provide placement counseling and processing for adopters and fosters, conduct meet-and-greet visits, review animal notes, agreements and procedures with potential adopters and fosters, and ensure visitors have a positive customer service experience;

Manage pets as they are processed through the system by entering notes into the shelter software system, printing kennel cards and physically moving animals as directed by a supervisor;

Move among PACC divisions/work units depending on the operational needs of the various units, assisting as directed in a variety of capacities, with a focus on customer service and care of sheltered pets;

Provide cleaning and feeding services, as well as other routine care for cats and dogs, in off-public housing areas including the medical clinic and rabies quarantine area;

Assist with grooming, exercise and enrichment activities for pets as needed.

KNOWLEDGE & SKILLS:

Knowledge of:

- animal breeds, temperaments, and common health problems;
- animal care procedures for assessing and treating sick or injured animals;
- animal shelter/kennel cleaning and maintenance practices and procedures;
- automates record keeping and report preparation;
- animal shelter procedure and practices;
- veterinarian technician animal handling and medical procedures and practices;
- grooming, exercise and enrichment activities for pets;
- techniques of customer service involving stressful situations.

Skill in:

- identifying and treating common animal illnesses and injuries;
- following established procedures and documenting work activity;
- performing routine facility and equipment cleaning and maintenance work;

- grooming, exercise and enrichment activities for pets;
- humane handling and caring for live animals;
- communicating effectively with the public;
- use of automated information system for tracking data and report generation.

DESIRED QUALIFICATIONS:

Experience handling cats and dogs of all sizes and temperaments and in walking and restraining dogs of all sizes and strength levels.

Experience serving in a paid or volunteer customer-service capacity.

Experience using computer and software systems.

OTHER REQUIREMENTS:

Special Notice Items: Post job offer physical required. Within nine months of appointment, employees must receive the full series of pre-exposure rabies immunizations. Medical inability to be immunized or previous immunization must be verified by the County Physician prior to employment. Recommended boosters are required for the duration of employment, unless medically excused or physiologically unable to develop immunity. Must be able to work a varied schedule to include regular weekend and evening hours as well as some early morning hours.

Physical/Sensory Requirements: Positions within this classification must be able to lift at least 50 pounds. Any additional physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.