



Job Description

Pet Licensing Assistant/Processor

Job Title: Pet Licensing Assistant/Processor

Supervisor: Pet Licensing Coordinator/Director of Public Services

Classification: Full Time/Hourly/Non-Exempt/Full Benefit

Pay Rate: \$11.50 to \$14.00

Physical Demands: Individuals will frequently be required to speak publicly; stand, walk or sit for extended periods of time, hear sufficiently; reach, bend or stoop, regularly lift and carry up to 40 pounds.

Occupational Disclaimer: This position works daily in an animal shelter. This position will come in direct contact with animals and will be exposed to animal related smells and sounds.

Minimum Qualifications:

- ✓ Should have a minimum 6 month's work/volunteer experience in the Animal Welfare/Customer Service field
- ✓ Should be proficient with PetPoint Animal Management software
- ✓ Must have intermediate critical thinking ability
- ✓ Must have intermediate conflict management skills
- ✓ Must have intermediate computer skills
- ✓ Must be able to accurately type 45 wpm
- ✓ Must have intermediate writing and math skills
- ✓ Must demonstrate professionalism, courtesy, tact and sound judgment
- ✓ Must have a valid and clean Washington State driver's license and current automobile insurance
- ✓ Must be able to pass an employment background check and drug screening

Specific Duties:

- ❖ To assist the Director of Public Services and Pet Licensing Coordinator to establish and maintain the AVHS pet licensing policies/procedures, as well as, learn and follow the Society's policies/procedures and city, county and state requirements in regards to animal care and licensing
- ❖ To promote a positive image of the Society through positive public relations
- ❖ To establish and maintain effective and cooperative working relationships with AVHS staff members and other AVHS departments
- ❖ To answer phones and assist the public with AVHS related issues
- ❖ To assist the Director of Public Services and Pet Licensing Coordinator in the coordination of training of pet licensing volunteers
- ❖ To assist the Director of Public Services and Pet Licensing Coordinator in the coordination of reciprocal pet licensing programs with partner agencies
- ❖ To assist the Director of Public Services and Pet Licensing Coordinator regarding the accuracy of all pet licensing paperwork
- ❖ To assist the Director of Public Services and Pet Licensing Coordinator regarding the production of accurate weekly and monthly pet licensing reports
- ❖ To perform the daily revenue reconciliation of the licensing cash box as needed
- ❖ To stock and replenish all licensing paperwork as needed
- ❖ To assist customers as needed at the front desk regarding the income and outgo of shelter animals
- ❖ To attend board meetings and fundraising events as needed
- ❖ To perform other reasonable duties time to time, as assigned by the Director of Public Services, Pet Licensing Coordinator or the Executive Director

Auburn Valley Humane Society Mission Statement

The Auburn Valley Humane Society enriches the lives of companion animals and people through animal sheltering, programs, services and community engagement.