**POSITION DESCRIPTION**

**CITY OF GREENFIELD, INDIANA**

**POSITION: Office Manager**

**DEPARTMENT: Animal Management Shelter**

**WORK SCHDULE: As assigned**

**JOB CATEGORY: COMOT (Computer, Office Machine Operation, Technician)**

**DATE WIRTTEN: May 2005 STATUS: Full-time**

**DATE REVISED: October 2018 FLSA STATUS: Non-exempt**

**To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill and/or ability required. The City of Greenfield provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.**

Incumbent serves as Office Manager for the Animal Management Shelter, responsible for providing secretarial and administrative support to department Superintendent and Animal Management Staff.

**DUTIES:**

Composes, prepares, and distributes correspondence, schedules meetings and maintains complex filing and record keeping systems. Prepares reports using on-line or personal computer system.

Receives and screens visitors and telephone calls from internal and external contacts, including providing information, taking messages and/or referring calls to appropriate person and/or department.

Composes and prepares various finished documents such as letters, memoranda and reports. Opens and distributes mail and maintains Department website.

Inputs, retrieves, and maintains data related to investigation, intake, adoption and disposition of animals taken into, maintained at, and leaving the Animal Management Shelter.

Orders general office supplies and special department orders, processes invoices and checks requests as needed.

Maintains payroll and personnel records and performs various personnel processing duties such as ensuring that employees and volunteers have proper orientation materials, keys and other documents.

Maintains records on volunteers, including contacting and scheduling volunteer work schedules, and assisting in training volunteers as needed.

Organizes and maintains various files, including adoption forms, rescue group forms, volunteer applications, intake forms, kennel cards, and Officer Reports. Reviews and purges files in compliance with City or department guidelines.

Maintains and keeps track of equipment, supplies and forms related to operation of the Shelter office, including computers, printers, and printer paper.

Conducts intake interviews and completes required intake forms, including taking animals to kennel area and placing in appropriate kennel or cage, as needed.

Conducts adoption interviews and completes required adoption forms and procedures, including escorting individuals to kennel area to view adoptable animals and periodically move animals from kennels/cages to potential adopter based on department policies and procedures.

Cleans and tidies office area, including dusting, sweeping, vacuuming and emptying trash. Assists periodically in cleaning kennels/cages as assigned by Director.

Performs related duties as assigned.

**I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:**

High school diploma or GED.

Prefer applicant to have a minimum of at least two (2) years prior experience in secretarial or office administration.

Knowledge of state statutes and City and County laws and ordinances.

Basic knowledge and experience in animal care.

Working knowledge of basic computer programs such as Microsoft Word, Excel, Access, and other various databases.

Working knowledge of Standard English, grammar, spelling and punctuation and ability to write reports and business letters.

Ability to type with speed and accuracy, and properly operate standard office equipment including, copier, telephone, fax machine, and computer.

Knowledge of standard office policies and procedures and ability to apply such knowledge to a variety of interrelated processes, tasks, and operations.

Ability to meet all departmental hiring and retention requirements, including not posing a direct threat to the health and safety of other individuals in the workplace.

Ability to maintain accurate files and count and make simple arithmetic additions/subtractions.

Ability to independently research assigned problems, organize materials from various sources into format of own design, and accurately classify, file and retrieve materials and documents.

Ability to provide public access to or maintain confidentiality of department information and records according to state requirements.

Ability to comply with all employer and department policies and work rules, including, but no limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile persons.

Ability to effectively communicate orally and in writing with co-workers, other city and county departments, animal welfare groups, veterinarians, law enforcement agencies, and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to work alone with minimum supervision and with others in a team environment.

Ability to work on several tasks at the same time and work rapidly for long periods, occasionally under time pressure.

Ability to understand, memorize, retain, and carry out written or oral instructions and present findings in oral or written form.

Ability to occasionally work extended, holiday, weekend and/or evening hours.

Possession of a valid driver's license and demonstrated safe driving record.

**II. RESPONSIBILITY:**

Incumbent performs duties according to administrative discretion and/or in conjunction with department policies and guidelines. In rare occasions, decisions are made in the absence of specific policies and procedures, and/or guidelines. Work is occasionally reviewed for overall soundness of practices and conformance with general goals and policy.

**III. PERSONAL WORK RELATIONSHIPS:**

Incumbent maintains frequent contact with co-workers, other city and county departments, animal welfare groups, veterinarians, law enforcement agencies, and the public for the purpose of receiving complaints, resolving animal control problems, promoting animal control, and interpreting and explaining state and local laws and ordinances.

Incumbent reports directly to Superintendent.

**IV. PHYSICAL EFFORT AND WORK ENVIORNMENT:**

Incumbent performs duties various work environments, including in a standard office and the kennel. Duties involve, sitting for long periods, sitting/standing/walking at will, lifting/carrying object weighing less than 25 pounds, keyboarding, reaching, crouching/kneeling, close vision, color/depth perception, handling/grasping/fingering objects and hearing sounds/communication. Incumbent may be exposed to irate/hostile individuals and animals and have to respond to situations involving potential physical harm to self and others. Incumbent may be exposed to infectious organisms, animal waste, allergens, and chemical materials requiring OSHA Materials Safety Data sheets.

Incumbent occasionally works extended, holiday, weekend and/or evening hours.

**APPLICANT/EMPLOYEE ACKNOWLEDGMENT**

The job description for the position of Office Manager for the Animal Management Shelter describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements, and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?

Yes\_\_\_\_\_ No\_\_\_\_\_

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Applicant/Employee Signature Date

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Print or Type Name