

**Franklin County Board of Commissioners
Classification Specification & Job Description**

<u>CLASSIFICATION TITLE:</u> Redemption Clerk	<u>CLASS NUMBER:</u> 10014.1	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Department of Animal Care & Control	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> 120
<u>BARGAINING UNIT:</u> AFSCME	<u>PAY GRADE:</u> A3	<u>POSITION CONTROL #:</u> 071045
<u>POSITION LOCATION:</u> 4340 Tamarack Blvd., Columbus, Ohio 43224	<u>TYPICAL WORK SCHEDULE:</u> Shifts vary	<u>SUPERVISOR (PCN):</u> Animal Care Manager (071020)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

CLASSIFICATION PURPOSE:

The primary purpose of the Redemption Clerk classification is to perform a detailed intake process upon redemption or surrender of a dog.

JOB DUTIES:

Assist customers in surrendering or redeeming a dog. Ask supporting questions that align with the shelter's welcome adoptions philosophy and obtain a dog's medical and behavioral history, discuss alternative placement options and/or provide suggestions for the customer to keep their dog. Discuss potential behavior related concerns and use appropriate documentation. Obtain accurate records and data entry into shelter software. Operate various software programs used by the agency. Discuss humane euthanasia if necessary. Effectively communicate to the public the importance of licensing, spay/neuter and the basic care of pet when reclaiming. Advocate and support open selection and welcome adoptions.

Assist customers in finding lost dogs. Research information in shelter software, online and all available media in attempt to locate a lost dog's owner. Prepare and type certified letters to notify owners of the impounding of their dog. Contact the Franklin County Public Health and Columbus Public Health to notify which animals are quarantined and which animals need to be retrieved and transported to the Lab. Enter and scan adoption and lost and found records into shelter buddy. Provide excellent customer service. Public relations appearances and/or events may be required. Serve as back-up within the work group, as needed. Administrative duties may also be required as assigned. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of public relations; office practices and procedures. Skill in typing; word processing; transcription; dictation; equipment operations. Ability to deal with problems involving several variables in familiar context; maintain accurate records; transcribe; use proper research methods in gathering data; gather, collate and classify information about data, people or things; answer routine telephone inquiries from the public; handle sensitive inquiries from and contacts with officials and general public; resolve complaints from angry citizens and members of the public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

A high school diploma or equivalent with six (6) months of clerical experience; or any equivalent combination of training and experience.

Additional Requirements

None.

Supervisory Responsibilities

None required.

UNUSUAL WORKING CONDITIONS:

May be required to wear personal protective equipment (PPE) to perform duties. This position may require you to work some holidays, evening and weekend shifts.

Acknowledgement of Receipt:

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

Employee Name

Employee Signature

Date