

Job Description: Placer SPCA

JOB TITLE:	Operations Assistant
DEPARTMENT:	Shelter Operations
ACCOUNTABILITY:	COO/ Shelter Operations Managers
FUNCTION:	Under the direct supervision of the COO, responsible for providing administrative and statistical support to the Operations management team, as well as oversight and management of operation policy and procedures and organization of operational documents maintained on shared drive.

Duties & Responsibilities:

1. Responsible for providing administrative and statistical support to the operations management including assistance with correspondence, and maintenance and management of documents stored on the shared folder. *
2. Responsible for data entry, statistical maintenance and reporting, and oversight of customer surveys including analysis reports of Placer SPCA programs as assigned.*
3. Assist and perform customer care task as needed or assigned. Conduct adoption or surrender counseling, resolve informal grievances, and direct customers to other agencies as needed. *
4. Ensure and assist with maintaining accuracy of individual animal records including current and appropriate photos ae uploaded.
5. Communicate effectively and professionally with co-workers, management, and the public at all times. Consistently work with co-workers and the public in a courteous and professional manner to promote positive relationships, and foster a team atmosphere. Be prepared to share information to strengthen awareness of animal welfare issues and the society's mission. This would include providing information to the public about Placer SPCA programs via telephone, email, and mail.
6. Maintain calendar invites, agenda and minutes for operational meetings.*
7. Manage, further develop, and implement Lost & Found program.*
8. Assist COO in researching and developing new programs to meet strategic goals of the Placer SPCA. *
9. Oversee operational inventory supplies and equipment to include management and ordering. *
10. Assist with on / off site events as scheduled. *

11. Assist in tours, lectures, public education programs, special events and fund-raising activities as needed.*
12. Perform all duties in the prescribed manner and assures the safety of oneself and others. *
13. Treat animals humanely, with compassion and concern both on and off the job, and transmits these values to others. *
14. Regular and timely attendance. Weekend days may be required on a regular basis, schedule Overtime as required. *
15. This job description is not intended to be all inclusive and employees will also perform other reasonably related business duties that may be requested by the Chief Executive Officer or other management staff as required which will ensure a positive image and/or will improve the services of the Placer SPCA.

* Essential duties and job responsibilities.

Qualifications:

1. Must be 18 years or older
2. High school graduate or GED equivalent.
3. Two years college work preferred.
4. Prefer two or more years' experience as an administrative assistant which included the ability to managing multiple projects efficiently and in a timely manner.
5. Prefer two or more years' experience in an animal shelter setting, with a good understanding of the day-to-day operations.
6. Must be able to work independently and be self-motivated
7. Valid CA driver's license with a good driving history.
8. Must be in good physical and mental health and have the ability to perform prolonged strenuous physical activity, including lifting and carrying animals weighing up to 50 pounds for short distances with the help of fellow employees.
9. Ability to operate a personal computer, copy machine, facsimile, and business multi-line telephones and be proficient in MS Word, MS PPT, and MS Excel.
10. Knowledge of shelter database PetPoint preferred.
11. Allergic condition which would be aggravated through exposure or contact with animals is a disqualification.

Working Conditions:

1. Incremental merit adjustments consistent with current shelter policy.
2. 40-hour workweek, may include weekends and evenings as scheduled, with intermittent overtime and/or evening work at sites away from the shelter.
3. Compliance with current PSPCA Employee Policy Manual.

4. Frequent contact with the public in a fast paced and changing work environment which, at times, may be stressful or emotionally charged.
5. Exposure to dead, sick, injured, unruly, vicious and/or dangerous animals and intermittent exposure to parasites and infectious diseases.
6. Willingness to attend training programs to upgrade skills as needed.

The Placer SPCA is an equal opportunity employer.

The PSPCA reserves the right to revise or change this job description as necessary or as business requires. This job description does not constitute a written or implied contract of employment.

I understand the qualifications as described above for the operations administrative assistant position, and by signing below acknowledge that I am able to perform the job duties listed above and I am willing to accept the working conditions herein.

DATE: _____

Applicant Acknowledgement