

**Job Title: SPAY NEUTER ADMINISTRATIVE SUPPORT**  
**Reports to: SPAY NEUTER OPERATIONS MANAGER**  
**FLSA Classification: NON-EXEMPT**  
**Date Drafted: JUNE 2023**

## POSITION SUMMARY

The Spay Neuter Clinic Administrative support is responsible for assisting the Spay Neuter Clinic team in their daily operations including but not limited to checking in customers for their scheduled appointments, data entry, and maintaining a clean and sanitary environment.

## POSITION RESPONSIBILITIES - ESSENTIAL

*This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.*

- Maintains and updates data files with pertinent information on animal intake, health information etc.
- Checks in customers when they arrive for their vaccine clinic or admissions appointment.
- Maintains proper inventory levels of cleaning supplies. Informs supervisor/lead technician when reordering is necessary.
- Performs related work as required.
- Assist with checkin/checkout for public animals.
- Assist with post-operative paperwork including but not limited to making post-operative drug labels, etc.

## ESSENTIAL SKILLS AND EXPERIENCE

- Educational background—High school diploma or equivalent.
- Professional demeanor and good communication skills with the ability to work well with others in a fast-paced environment.
- Excellent customer service skills
- Demonstrates strong organizational skills (record keeping, time management, follow up, etc.).
- Strong verbal and written communication skills; interpersonal skills.
- Relationship management-- ability to be persuasive and provide leadership to subordinates.
- Ability to create and foster a collaborative team environment.
- Excellent attention to detail and sense of urgency, ability to prioritize with an emphasis on quality and accuracy of work.
- Strong analytical, problem solving and reasoning ability.
- Ability to take direction, follow instructions accurately and accept constructive criticism.

## BENEFICIAL SKILLS AND EXPERIENCE

- Prior customer service/retail/animal shelter experience.

## REPORTING RELATIONSHIPS

**REPORTS TO: SPAY NEUTER OPERATIONS MANAGER**

**KEY MEASURES**

- Facility cleanliness
- Teamwork
- Time Management
- Decision Making
- Accountability

**ORGANIZATIONAL COMPETENCIES**

|                                   |   |
|-----------------------------------|---|
| <b>Transparency and Integrity</b> | Behaves consistently across situations and ensures that words and actions are aligned. Admits mistakes and accepts responsibility.  |
| <b>Decision-Making</b>            | Seeks to discover the root causes of problems, rather than addressing symptoms. Avoids over or under analyzing problems/issues. Makes decisions by weighing multiple factors, some of which may not fully defined. Considers the risks and consequences of action and/or decisions. |
| <b>Teamwork and Collaboration</b> | Builds and maintains routine business relationships with peers and others inside and outside of the organization. Adds value to the team environment and interacts with a positive attitude.  |
| <b>Innovation</b>                 | Respectfully challenges the status quo by analyzing the strengths and weaknesses of current approaches. Modifies and adapts current methods and approaches to better meet needs.  |

**MENTAL & PHYSICAL DEMANDS - ADA GUIDELINES**

| Physical Demands                 |                                     |  |  |   |
|----------------------------------|-------------------------------------|--|--|---|
| Stand                            | <input type="checkbox"/> Constantly | <input checked="" type="checkbox"/> Frequently | <input type="checkbox"/> Occasionally            | <input type="checkbox"/> N/A            |
| Walk                             | <input type="checkbox"/> Constantly | <input checked="" type="checkbox"/> Frequently | <input type="checkbox"/> Occasionally            | <input type="checkbox"/> N/A            |
| Sit                              | <input type="checkbox"/> Constantly | <input checked="" type="checkbox"/> Frequently | <input type="checkbox"/> Occasionally            | <input type="checkbox"/> N/A            |
| Handling / Fingering             | <input type="checkbox"/> Constantly | <input checked="" type="checkbox"/> Frequently | <input type="checkbox"/> Occasionally            | <input type="checkbox"/> N/A            |
| Reach Outward                    | <input type="checkbox"/> Constantly | <input checked="" type="checkbox"/> Frequently | <input type="checkbox"/> Occasionally            | <input type="checkbox"/> N/A            |
| Reach Above Shoulder             | <input type="checkbox"/> Constantly | <input checked="" type="checkbox"/> Frequently | <input type="checkbox"/> Occasionally            | <input type="checkbox"/> N/A            |
| Climb                            | <input type="checkbox"/> Constantly | <input type="checkbox"/> Frequently            | <input checked="" type="checkbox"/> Occasionally | <input type="checkbox"/> N/A            |
| Crawl                            | <input type="checkbox"/> Constantly | <input type="checkbox"/> Frequently            | <input checked="" type="checkbox"/> Occasionally | <input type="checkbox"/> N/A            |
| Squat or Kneel                   | <input type="checkbox"/> Constantly | <input checked="" type="checkbox"/> Frequently | <input type="checkbox"/> Occasionally            | <input type="checkbox"/> N/A            |
| Bend                             | <input type="checkbox"/> Constantly | <input checked="" type="checkbox"/> Frequently | <input type="checkbox"/> Occasionally            | <input type="checkbox"/> N/A            |
| Lifting Requirements             |                                     |  |  |   |
| 10 pounds or less                | <input type="checkbox"/> Constantly | <input checked="" type="checkbox"/> Frequently | <input type="checkbox"/> Occasionally            | <input type="checkbox"/> N/A            |
| 11 to 20 pounds                  | <input type="checkbox"/> Constantly | <input checked="" type="checkbox"/> Frequently | <input type="checkbox"/> Occasionally            | <input type="checkbox"/> N/A            |
| 21 to 50 pounds                  | <input type="checkbox"/> Constantly | <input checked="" type="checkbox"/> Frequently | <input type="checkbox"/> Occasionally            | <input type="checkbox"/> N/A            |
| 51 to 100 pounds                 | <input type="checkbox"/> Constantly | <input type="checkbox"/> Frequently            | <input checked="" type="checkbox"/> Occasionally | <input type="checkbox"/> N/A            |
| > than 100 pounds                | <input type="checkbox"/> Constantly | <input type="checkbox"/> Frequently            | <input type="checkbox"/> Occasionally            | <input checked="" type="checkbox"/> N/A |
| Pushing and Pulling Requirements |                                     |  |  |   |
| 12 pounds or less                | <input type="checkbox"/> Constantly | <input checked="" type="checkbox"/> Frequently | <input type="checkbox"/> Occasionally            | <input type="checkbox"/> N/A            |
| 13 to 25 pounds                  | <input type="checkbox"/> Constantly | <input checked="" type="checkbox"/> Frequently | <input type="checkbox"/> Occasionally            | <input type="checkbox"/> N/A            |

THIS DOCUMENT DOES NOT CREATE AN EXPRESSED OR IMPLIED CONTRACT OF EMPLOYMENT OR ALTER YOUR AT WILL EMPLOYMENT.

|                   |                                     |  |  |                              |
|-------------------|-------------------------------------|--|--|------------------------------|
| 26 to 40 pounds   | <input type="checkbox"/> Constantly | <input checked="" type="checkbox"/> Frequently | <input type="checkbox"/> Occasionally            | <input type="checkbox"/> N/A |
| 41 to 100 pounds  | <input type="checkbox"/> Constantly | <input type="checkbox"/> Frequently            | <input checked="" type="checkbox"/> Occasionally | <input type="checkbox"/> N/A |
| > than 100 pounds | <input type="checkbox"/> Constantly | <input type="checkbox"/> Frequently            | <input checked="" type="checkbox"/> Occasionally | <input type="checkbox"/> N/A |

**Definitions**

|            |                       |   |
|------------|-----------------------|---|
| <b>N/A</b> | <b>Not Applicable</b> | Activity is not applicable to this occupation.                                    |
| <b>O</b>   | <b>Occasionally</b>   | Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)        |
| <b>F</b>   | <b>Frequently</b>     | Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day) |
| <b>C</b>   | <b>Constantly</b>     | Occupation requires this activity more than 66% of the time (5.5+ hrs/day)        |

*The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.*

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Print Employee Name

Employee Signature

Date Signed

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Print Manager/Supervisor Name

Manager/Supervisor Signature

Date Signed