



Humane Society of Broward County Outpatient Administrative Assistant Job Description

Job Title: Outpatient Administrative Assistant
Department: 230-Clinic
Reports to: Clinic Programs Manager
FLSA Status: Non-Exempt
Revision Date: 09/2016

JOB SUMMARY

To assist the Clinic department and Programs Manager by performing clerical and administrative responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answers all calls for the clinic and returns all voice mail messages in a timely fashion.
- Properly coordinates (schedules) appointments for MASH/SNIP/PAL/SPOT.
- Maintains reports for MASH/SNIP/PAL on a monthly basis.
- Completes proper paperwork daily for MASH/SNIP/PAL programs.
- Attends and assists in low cost services clinics as needed.
- Signs in animals for surgery in MASH unit and in the Receiving area.
- Assists the Programs Manager and Clinic Manager with the scheduling of appointments.
- Assists the Programs Manager with special projects as needed.
- Assists in the promotion of special events pertaining to the MASH unit/Clinic
- Photocopies client handouts, surgery request sheets and any needed forms.
- Completes rabies certificates and paperwork in a timely fashion.
- Communicates HSBC services to the general public.
- Responsible for scheduling all low cost vaccine appointments in a timely manner.
- Responsible for providing administrative duties for scheduling low cost vaccine and spay and neuters appointments.
- Adheres to HSBC's disease management and safety precautions on an ongoing basis.

SUPERVISORY RESPONSIBILITIES

- None; however, may lead, train, or participate in work team assignments.

NON-ESSENTIAL DUTIES

- Performs other duties as assigned.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ABILITIES

- Ability to read and interpret documents such as safety rules, operating instructions and procedure manuals.
- Ability to perform mathematical functions including the ability to understand and use units of measurement.
- Ability to perform cash handling and credit card functions.
- Ability to perform basic clerical skills.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to process complex verbal and written instructions and translate them into a series of logical problem solving steps.
- Ability to communicate effectively verbally and in writing.

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- Ability to fluently speak, write and understand English.
- Ability to write legible on HSBC forms, reports and documents.
- Ability to operate a desktop PC, 10 key calculator and related peripheral computer equipment.
- Ability to answer all questions effectively and in a pleasant manner with the capability to communicate with the public in a consistently positive, educational manner.
- Ability to keep accurate and detailed records.
- Ability to maintain appointment and payment records in an organized manner.
- Ability to maintain communication with the general public via telephone or email to schedule appointments.
- Ability to adhere to disease management and safety protocols.
- Ability to communicate effectively with the public and to a variety of audiences.
- Ability to provide and support the HSBC vision and direction.
- Ability to work in a team oriented environment that is frequently changing environment.
- Ability to establish and maintain effective working relationships with co-workers and volunteers of diverse background and cultures regardless of race, religion, sex, sexual orientation, disability or political affiliation.
- Ability to interact productively with individuals at all levels within the organization.
- Ability to work under stress during crisis or disaster situations.

PHYSICAL DEMANDS

- While performing the duties of this Job, the employee is regularly required to sit for long periods of time.
- While performing the duties of this Job, the employee must be able to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk and hear for extended period of times.
- The employee must occasionally lift and/or move up to 25 pounds.
- The employee must be able to place and retrieve information in and from file cabinets.
- The employee must be able to utilize phone system, 10-key calculator, typewriter, copier, scanner, desktop PC and related peripheral computer equipment.
- Specific vision abilities required by this Job include close vision and the ability to adjust focus.
- The employee will occasionally be required to drive company van for transports and offsite mobile adoptions.
- While performing the duties of this Job, the employee will be required to handle, restrain, lift and have contact with domesticated animals.
- While performing the duties of this Job, the employee is regularly exposed to and comes in close contact with domestic animals; therefore, the employee cannot be allergic to these animals.
- While performing the duties of this Job, the employee must be able to bend and use legs, arm and back muscles without discomfort.
- The employee is required to adhere to company personal appearance policy and wear supplied uniform shirts/jackets when required.
- The employee may be required to work extended hours during an animal transport, company-defined crisis or disaster situation.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this Job, the employee is regularly exposed to domesticated animals and susceptible to being bitten or scratched.
- Clerical aspects of job are performed in an office setting; however, at the main facility the employee may also work in kennels, cat areas, examination, training areas, and throughout the shelter and will have some exposure to wet or humid conditions (non-weather) while in the kennel areas.
- While performing the duties of this Job, work is performed constantly in an animal shelter that operates seven days per week with exposure to animals, including some with questionable health and temperament concerns, high noise levels, zoonotic diseases, and cleaning agents.
- While performing the duties of this Job, the employee frequently positions self to handle animals of all sizes in a variety of areas and positions (low cages, high cages, on tables, on the floor, in vehicles, etc.).
- Job will occasionally require work to be performed outdoors as a result of mobile adoptions and transports.
- The noise level in the work environment varies from low to moderate levels.

EDUCATION, EXPERIENCE, and TRAINING

- High school diploma or general education degree (GED) required.

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- At least 6 months previous experience as an administrative assistant or office support position required.
- Knowledge and understanding of animal breeds, characteristics and temperaments is preferred.
- Must be computer literate and experience with Windows based software, MS Office products and Chameleon/CMS© or an equivalent integrated shelter software case management system.
- Veterinarian Technician experience preferred but not required.
- Prior work experience in a non-profit environment preferred.
- Possession of a valid Florida driver's license required.
- Prefer bilingual (English and Spanish) with fluency in both languages.

Note: Management has the right to assign or reassign duties and responsibilities to this Job at any time. Critical features of this Job are described under various headings above. They may be subject to change at any time due to reasonable accommodation or other reasons. The above statements are strictly intended to describe the general nature and level of the work being performed. They are not intended to be construed as a complete list of all responsibilities, duties, and skills required of employees in this position. This job description does not create an employment contract, implied or otherwise, other than an "at will" relationship.

I HEREBY ACKNOWLEDGE THIS FORM HAS BEEN PRESENTED TO ME BY MY SUPERVISOR AND I HAVE READ AND UNDERSTAND THE DUTIES OF MY POSITION:

EMPLOYEE:

Print Name: _____ Date: _____

Signature: _____

SUPERVISOR:

Print Name: _____ Date: _____

Signature: _____