

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

<b><u>CLASSIFICATION TITLE:</u></b> Clerical Specialist 2	<b><u>CLASS NUMBER:</u></b> 10015.2	<b><u>FLSA:</u></b> Non-Exempt
<b><u>AGENCY/DIVISION:</u></b> Department of Animal Care & Control	<b><u>JOB TYPE:</u></b> Full Time, Classified	<b><u>PROBATION PERIOD:</u></b> 120
<b><u>BARGAINING UNIT:</u></b> AFSCME	<b><u>PAY GRADE:</u></b> A5	<b><u>POSITION CONTROL #:</u></b> Varies
<b><u>POSITION LOCATION:</u></b> 4340 Tamarack Blvd., Columbus, Ohio 43224	<b><u>TYPICAL WORK SCHEDULE:</u></b> Shifts vary	<b><u>SUPERVISOR (PCN):</u></b> Account Clerk Supervisor (70005)
<b><u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u></b>		

**CLASSIFICATION PURPOSE:**

The primary purpose of the Clerical Specialist 2 classification is to provide clerical and administrative assistance to Franklin County residents regarding dog adoption, redemption, and surrender processes and to serve as a lead worker. This position will be mentored by the accounts clerk supervisor.

**JOB DUTIES:**

Act as a lead worker, giving guidance to other employees. Assist clerical specialist with client encounters; coach and intervene as needed. Conduct adoption, redemption, and surrender transactions. Responsible for balancing the cash drawer daily, processing cash, checks, and credit card transactions and preparing receipts for payments. Sell dog licenses and collect fees. Prepare and reconcile transactions from current day. Type and prepare documents to support enforcement activities. Serve as a mentor to the clerical specialist.

Facilitate public inquiries and assist customers in need of the shelter's wrap around services, asking supporting questions that align with the shelter's welcome adoption's philosophy. Operate various software programs used by the agency, and provide support to the Account Clerk Supervisor. Facilitate sensitive client conversations with professionalism and empathy as needed, regarding humane euthanasia and emergency boarding services. 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 inventory control; lead work; time management; public relations; agency policy and procedures; government structure and process; interviewing; coaching and mentoring; office practices and procedures. Skill in typing; word processing; transcription; dictation; de-escalation; equipment operations. Ability to deal with problems involving several variables in familiar context; maintain accurate records; use proper research methods in gathering data; gather, collate, and classify information about data, people, or things; cooperate with coworkers on group projects; 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:**

Any equivalent combination of relevant training and experience including but not limited to: A high school diploma or equivalent with one (I) year of clerical experience, and one (I) year of animal shelter or experience involving care of domestic animals.

**Additional Requirements**

No special license or certification required.

**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 evening and weekend shifts. The working environment includes interactions with a variety of dog behaviors and sizes. May be exposed to animal waste and odors.

**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