



# Bastrop County Job Posting

804 Pecan Street, Bastrop TX 78602

(512) 581-7120

An Equal Opportunity Employer

<b>Title:</b> Wellness Clinic Administrative Assistant Part Time (20 Hours)	<b>Opening Date:</b> October 29, 2018	<b>Application Deadline:</b> Open Until Filled	<b>Job Posting Number:</b> 18170
<b>Department:</b> Animal Services	<b>Pay Range:</b> \$12.00 - \$14.00 hourly	<b>Location:</b> Bastrop, Texas	<b>Travel:</b> N/A

## INTERNAL/EXTERNAL JOB POSTING

**Brief Job Description:** As front desk staff, the Administrative Assistant's primary responsibilities include the overall quality and consistency of customer service, application review, and administrative support services. This position is responsible for answering phones and providing customer service; processing clients through checking in checking out; assisting with accurate record keeping as necessary in both written and electronic files; taking payments and following proper procedures and protocols and other duties as assigned. Secondary duties include maintaining the Wellness Clinic facilities and assisting Animal Services staff as needed. The ability to learn and a desire to assist the Veterinarian on occasion as necessary preferred.

**General Knowledge, Skills, and Abilities:** Knowledge of personal computer skills and software, including Microsoft Office Suite, including Word, Excel, Access and Outlook; Adobe Acrobat and Reader; must show ability to learn other software packages; and have accurate, efficient keyboarding skills. Standard office equipment, including, printers, plotters, and multifunction copier/scanner/fax machine. Proper English usage, spelling, grammar and punctuation. Standard office policies, procedures, and equipment. Veterinary office/wellness clinic services and veterinary or medical terminology. Ability to conduct business with the public in a professional, courteous manner; explain applicable services and recommendations as well as rabies requirement laws; learn internet based software, record system, and county computer programs. Ability Walking, sitting, or standing for long periods of time; Lifting and carrying materials weighing up to 25 pounds, such as files or stacks of records; Occasional climbing, stooping, crawling, squatting, &/or kneeling.

### **Minimum Qualifications:**

High School Diploma or equivalent;  
Two (2) years customer service experience preferred.  
Bilingual in English/Spanish preferred.  
Veterinary or other animal related experience desired.

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Bastrop County does not discriminate on the basis of race, color, age, national origin, sex, religion or disability in employment or in its activities. Minorities, Veterans, and Disabled applicants are encouraged to apply.

A Bastrop County Application is required, and can be completed online at: <http://www.co.bastrop.tx.us/page/co.jobs>. A resume will be considered, but will not be accepted in lieu of application. Applications postmarked after the closing date will not be accepted. Unless otherwise indicated, regular attendance is an essential job requirement of all positions in the County. All positions requiring a degree and/or licensing require proof of degree and/or license. Your application for employment with Bastrop County may subject you to a criminal background check.

**IMPORTANT NOTE TO ALL APPLICANTS:** Only applicants scheduled for interviews will be contacted. If you are scheduled for an interview and require any reasonable accommodation in our interview process, please inform the hiring representative who calls you to schedule your interview. Whenever possible, please give the hiring representative sufficient time to consider and respond to your request. Thank you for considering employment with Bastrop County. Visit our website at: <http://www.co.bastrop.tx.us/page/co.jobs>



## **BASTROP COUNTY, TEXAS**

### **Job Description**

**Job Title:** Wellness Clinic Administrative Assistant

**Department:** Animal Services    **FSLA Status:** Non-Exempt

**Reports To:** Veterinarian, Animal Services Manager and Animal Services Director

#### **SUMMARY:**

As front desk staff, the Administrative Assistant's primary responsibilities include the overall quality and consistency of customer service, application review, and administrative support services. This position is responsible for answering phones and providing customer service; processing clients through checking in checking out; assisting with accurate record keeping as necessary in both written and electronic files; taking payments and following proper procedures and protocols and other duties as assigned. Secondary duties include maintaining the Wellness Clinic facilities and assisting Animal Services staff as needed. The ability to learn and a desire to assist the Veterinarian on occasion as necessary preferred.

#### **SUPERVISION RECEIVED AND EXERCISED:**

Receives supervision from Veterinarian & Animal Services Manager.

Receives supervision from the Animal Services Director in the Manager's absence.

No supervision duties.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

1. Provide excellent customer service to the public.
2. Present a professional image as a representative of Bastrop County Animal Services Department.
3. Assist with the processing of clients and their animals for Wellness Services.
4. Conduct procedural consultation with customers.
5. Distribute forms, and information via counseling and advising on available services.
6. Maintain records for accuracy, completion and compliance requirements.
7. Process completed forms and payments and issue receipts.
8. Track animal/client check-ins and check for accuracy in a timely manner.
9. Communicate with public over the phone, via email and in person.
10. Perform data entry and document retrieval.
11. File correspondence and other records.

12. Assist in maintaining cleanliness of Wellness Clinic Building.
13. Provide general administrative duties for Animal Services/Wellness Clinic staff and staff.
14. Performs related work or duties as assigned by supervisor.

**OTHER FUNCTIONS:**

Performs other job related duties as directed by supervisor(s).

**Regular attendance is considered an Essential Function of this job.**

**NOTE:** The essential functions describe the general nature and level of work being performed by employees holding this position. This is not intended to be a comprehensive listing of all duties and responsibilities required, nor are all duties listed necessarily performed by any one employee so classified.

**MINIMUM QUALIFICATIONS:**

**Knowledge of:**

Personal computer skills and software, including Microsoft Office Suite, including Word, Excel, Access and Outlook; Adobe Acrobat and Reader; must show ability to learn other software packages; and have accurate, efficient keyboarding skills.

Standard office equipment, including, printers, plotters, and multifunction copier/scanner/fax machine.

Proper English usage, spelling, grammar and punctuation.

Standard office policies, procedures, and equipment.

Veterinary office/wellness clinic services and veterinary or medical terminology.

**Ability to:**

Conduct business with the public in a professional, courteous manner;

Explain applicable services and recommendations as well as rabies requirement laws;

Learn internet based software and record system and County computer programs.

Establish and maintain effective working relationships with those contacted in the course of the job;

Demonstrate personal communication skills including effective telephone skills and public speaking;

Effectively speak to the public to convey information;

Record, and disseminate accurate information from telephone conversations and personal contact;

Communicate clearly and concisely, both verbally and in writing;

Understand and follow verbal and written instructions;

Properly interpret, understand and make decisions in accordance with laws, regulations and policies;

Perform multiple tasks simultaneously in a timely manner;

Function independently, exercise good judgment, manage multitask, and meet deadlines;

Work as a team that supports each other and fills in as necessary to increase efficiency;

Operate equipment and software required to perform essential job functions;

Work in a safety-conscious environment and to follow and promote good safety practices;

Handle exposure to potentially hostile individuals;  
Maintain confidentiality of information encountered in work activities at all times.  
Respond quickly and effectively to changing circumstances.  
Provide attention to detail.  
Quickly develop new skills including assisting veterinarian and animal handling.

**Physical Demands:**

Maintain effective audio-visual discrimination and perception needed for:

Making observations, reading and writing, operating assigned equipment, and communicating with others; and

Visual abilities including close vision, distance vision, depth perception, peripheral vision, and the ability to adjust focus.

Maintain physical condition needed to accomplish the performance of assigned duties and responsibilities, which may include:

Walking, sitting, or standing for long periods of time; Lifting and carrying materials weighing up to 25 pounds, such as files or stacks of records; Occasional climbing, stooping, crawling, squatting, &/or kneeling.

Maintain mental capacity sufficient to accomplish the performance of assigned duties and Responsibilities, which may include:

Handling stressful situations;

Interpreting local, state and federal laws and regulations;

Effective interaction and communication with others;

Preparing clear and concise records;

Learning and developing skills consistent with essential job functions; and

Make sound decisions in a manner consistent with essential job functions.

**EXPERIENCE, EDUCATION, and LICENSING:**

**Experience:**

Two (2) years customer service experience preferred.  
Bilingual in English/Spanish preferred.  
Veterinary or other animal related experience desired.

**Education:**

High School diploma or equivalent.

**SELECTION GUIDELINES:**

Formal application; rating of education and experience; oral interview; reference and other background checks; job-related tests may be required.

**\*\*\* This position is subject to random and/or reasonable suspicion and/or post-accident testing for drugs and alcohol.**

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. The employee further understands, and accepts, that this position falls under the provision of an "At Will" employment, and under no circumstances is a contract for employment.*