



License Program Assistant

Marin Humane is an equal opportunity, non-profit employer. Our mission is to transform lives through exceptional animal care, humane education, and advocacy. Every day, we inspire compassion and positive relationships between animals and people. Our Core Values are Dedication to Animals, Collaborative Spirit, Courage with Compassion, Pursuit of Learning, and Celebrating Differences.

SUMMARY: The License Program Assistant is responsible for data entry processing of dog license information, other related program and general office functions. The position also provides back-up assistance to front office Customer Service Representatives with phone calls, counter assistance, and dispatching calls to Animal Services Officers.

ACCOUNTABILITY: License Program Coordinator

HOURS/CLASSIFICATION: 20 hours/week - Non Exempt - *Benefits

SALARY: \$16.79/hr to \$18.66/hr (+.50/hr bi-lingual differential)

Accepting internal and external applications. Position open until filled.

ESSENTIAL DUTIES AND RESPONSIBILITIES

DATA ENTRY

- Process and input dog licenses on a daily basis.
- Enter all data with attention to detail, precision with numbers, and in a timely manner.
- Demonstrate familiarity with Shelter Buddy processes and reports.

ACCOUNTING AND ADMINISTRATION

- Balance cash-out at end of day.
- Review license applications for accuracy and compliance with local rabies requirements.
- Respond to calls from the public regarding licensing questions.
- Provide front counter licensing assistance to the public.
- Generate new licensing revenue through existing programs or by researching and implementing new programs to achieve organizational goals.
- Stay current on regulations pertaining to dog licensing requirements.

CUSTOMER SERVICE

- Respond to calls regarding licensing questions and provide front counter licensing assistance to the public.
- Understand, support, and articulate organization's policies and philosophies to the public in a positive and effective manner.
- Promote and emulate exemplary customer service by providing courteous, prompt and responsive service to internal and external customers.
- Foster teamwork, creativity and a work culture aligned with Marin Humane's mission and values.
- Provide back up assistance to Customer Service Department, including answering front office phones, providing general front counter assistance and dispatching animal services officers.
- Problem solve and think creatively to provide a positive outcome for our clients and the animals in our care

GENERATE REVENUE:

- Assist Dog License Coordinator to determine yearly license sales projections

This job description reflects the assignment of essential functions, it does not prescribe or restrict the tasks that may be assigned. Marin Humane is an at-will employer.

- In conjunction with Dog License Coordinator, review veterinarian records and send Notice of Vaccination letters
- Assist to establish and implement additional revenue licensing sale opportunities both on and off campus
- Work with other departments to encourage compliance and sales
- Assist to ensure Marin Humane website dog license is updated and efficient

SAFETY AND SECURITY

- Must be committed to a high standard of safety and be willing and able to comply with all safety laws and all of the employer's safety policies and rules
- Must be willing to report safety violations as well as potential safety violations to appropriate supervisory or management personnel
- Handle and protect confidential client information
- Maintain appropriate files and records as assigned
- Adhere to the files and records retention policies and procedures

DESIRABLE QUALIFICATIONS:

An ideal Candidate will possess the following knowledge, skills and abilities:

- Strong data entry skills
- Precision with numbers and attention to detail
- Basic computer literacy including Microsoft Outlook, Word and Excel
- Good written and oral communication skills
- Ability to multi task in a busy, high profile, sometimes hectic and emotionally charged environment
- Ability to get along with many different personalities in a small office space
- Dependable with a strong work ethic

EDUCATION AND EXPERIENCE: A typical way of gaining the necessary knowledge, skill and ability outlined above would be the equivalent to graduation from high school; two to three years data entry experience; *Shelter Buddy* experience is preferred; experience providing excellent customer service in a high volume and fast paced environment.

Background check at the Marin Humane's expense. Possession of a valid California Drivers' License may be necessary.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee must occasionally lift, push, pull and/or move up to 50 pounds;
- While performing the duties of this job, the employee is regularly required to sit and talk or hear;
- The employee is occasionally required to stand; walk; reach with hands and arms and stoop, kneel, crouch, or crawl;
- The employee should have no known allergies to animals that would prevent him/her from performing the duties as required;
- Due to the amount of data entry, this position involves a frequent amount of repetitive motion of the hands & wrists;
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, ability to focus. Color vision is also occasionally required;
- This position requires extended periods of time looking at a computer screen;
- The employee must be able to concentrate and perform job functions while being subject to disruptive surroundings.

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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 occasionally exposed to fumes, animal smells, airborne particles (including animal dander) and toxic or caustic chemicals;
- The noise level in the work environment can be loud and frequently chaotic, including dogs barking, multiple phone lines ringing, multiple conversations and radio traffic;
- The employee can be exposed to traumatic experiences that can expose them to stress, compassion fatigue, and post-traumatic stress disorders;
- Willingness to work outside normal business hours, specifically one week-end day per week.

***BENEFITS:**

FULL-TIME EMPLOYEES (AT LEAST 30 HOURS/WEEK):

- Medical/Vision Plan
 - Kaiser HMO
- Dental Plan
 - Includes Orthodontia for dependent children
- Domestic Partner Coverage Available (Medical and Dental plans)
- Life Insurance
- Long Term Disability Insurance
- Section 125 Cafeteria Plan

ALL REGULAR EMPLOYEES (AT LEAST 20 HOURS/WEEK):

- Fitness Reimbursement Program
- Employee Assistance Program
- 403(b) Retirement Plan
- Paid Holiday/Personal Days
- Paid Vacation
- Paid Sick Leave
- Sabbatical Leave

ALL EMPLOYEES (INCLUDING PART-TIME AND TEMPORARY):

- Paid Sick Leave

To apply, please use the following link and create an applicant account to complete application:

<https://secure.saashr.com/ta/i.MHS.careers>

Marin Humane reserves the right, at any time with or without notice, to alter or change job responsibilities, reassign or transfer employees, or assign additional job responsibilities. This job description does not constitute a written or implied contract of employment. Marin Humane is an equal opportunity employer.

ACKNOWLEDGEMENT & RECEIPT

I acknowledge that I have received, read, and sought clarification of any questions I have about the content of this job description.

PRINT NAME

SIGNATURE

DATE

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