



Licensing Assistant

Job Title:	Licensing Assistant
Department:	Licensing
Job Classification:	Full time; Hourly Non- Exempt Position
Job Relationships:	Reports to Licensing Supervisor
General Purpose:	Responsible for processing animal licenses, rabies vaccination records and associated customer service

Essential Duties and Responsibilities:

- Assist the public over the phone, via email and in person on a daily basis
- Perform data entry of rabies vaccination and license information rapidly and correctly
- Process animal licenses via telephone, the website and in-person sales
- Display knowledge of licensing laws and regulations as well as rabies rules and regulations
- Master the Chameleon software; be able to enter information correctly and use available features
- Collect completed license forms and fees from off-site vendors within Larimer County, as assigned and maintain inventory of necessary materials
- Assist with rabies tag sales
- Assist in training volunteers, work-study assistants and staff
- Process and sort department mail as well as organization mail on a scheduled basis
- Assist with monthly bulk mailing responsibilities
- Perform daily cash, check and credit card balancing as assigned
- Maintain department hard copy files as well as electronic files

Other Duties:

- Perform other duties as required and participate on committees as assigned
- Maintain department reports and other duties as necessary in the absence of Licensing Supervisor

Qualifications:

- Minimum of a high school diploma or equivalent certificate
- Minimum of one year customer service work experience required, including the ability to calmly handle potentially stressful situations

- Proven solid computer skills and the ability to quickly and correctly perform data entry
- Proficiency with alphabetizing, filing, and basic math skills required
- Effective verbal and written communication skills as well as great customer service skills
- Cash handling experience a plus
- English and Spanish bilingual skills and experience, verbal and written, are desired
- Must be at least 21 years of age (required for insurance purposes)
- Valid Colorado Driver's License and insurable driving record

Knowledge/Skills/Abilities:

Strong organizational skills and attention to detail are necessary. Computing skills (Microsoft Office Environment) and the ability to learn specialized software required. Knowledge of animal breeds, Chameleon software and experience with bulk mailing helpful. Able to exercise good judgment when dealing with client issues; able to work independently and in a team setting; able to maintain composure in an often stressful and emotional work environment; able to use sound judgment when dealing with confidential information and able to multi-task. Skilled in emotional intelligence, work ethics and work integrity. Able to work a flexible schedule including limited evenings and weekends as required. Sincere interest in the mission of Larimer Humane Society.

Work Environment/Physical Requirements:

Work is performed in a shared office setting within an animal shelter with occasional exposure to animals. Ability to sit and perform data entry for up to eight or more hours a day; repetition is common. Occasional lifting and carrying of up to 35 pounds without assistance and more with assistance. Driving a vehicle, listening and speaking on the telephone and in person, bending and lifting, squatting, typing and using office equipment. Intermittent disruptive noise and frequent interruptions.

Larimer Humane Society conducts criminal background checks and requires drug testing of all employment candidates.