



Licensing Assistant (Loveland, CO Location)

Job Title:	Licensing Assistant
Department:	Licensing - 04
Job Classification:	Full time; Hourly, Non- Exempt Position
Job Relationships:	Reports to Licensing Supervisor/Finance Coordinator
General Purpose:	Responsible for selling and/or 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 Chameleon software; be able to enter information correctly and use available features
- Collect completed license forms and fees from vendors within Larimer County as assigned and maintain inventory of necessary materials
- Assist with rabies tag sales and provide supplies such as rabies tags and certificates to veterinarians
- 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
- Meet attendance and punctuality requirements

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

- Excellent 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
- Knowledge of Chameleon software a plus
- Bilingual English/Spanish reading, writing, understanding and speaking a plus and includes a wage premium
- 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 google mail) 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. Ability to meet attendance and punctuality expectations required. Able to work a flexible schedule including limited evenings and weekends as required. Sincere interest in the mission of the Organization.

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.

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. NOCO Humane conducts background checks, DMV checks and requires drug testing of all employment candidates.

We are an Equal Opportunity Employer. Benefits for full-time employees include options for medical and life, dental, vision and supplemental accident insurance; STD/LTD insurance; a matching 403b plan; paid time off (PTO) accrual; 9 paid holidays and more. Benefits for part-time employees include paid time off (PTO); a matching 403b plan and more.