

County of Santa Cruz

INVITES YOU TO APPLY FOR:



ANIMAL SERVICES ASSISTANT

Bilingual (English/Spanish)

Encouraged to Apply

Supplemental Questionnaire Required

Open and Promotional

Job # 25-AC1-01

Salary: \$4,125-4,964 / Month*

Closing Date: Friday, October 24, 2025

County Equity Statement

Equity in action in Santa Cruz County is a transformative process that embraces individuals of every status, providing unwavering support, dignity, and compassion.

Through this commitment, the County ensures intentional opportunities and access, fostering an environment where everyone can thrive and belong.

Make a difference every day at the Santa Cruz County Animal shelter! In this role, you'll be at the heart of daily operations, gathering and sharing information and helping people connect with animals. Whether answering phone calls and emails, sharing information about animals or processes, or explaining animal welfare regulations, you'll serve as a welcoming point of contact for the public in a fast-paced environment. You'll maintain accurate records, handle fees for adoptions, reclaims and other services, guide adopters through the process of finding a new companion, and assist with reuniting lost pets with their families. Every day brings opportunities to make a direct impact- helping animals in need, supporting community members, and ensuring smooth shelter operations.

***The list established from this recruitment will be used to fill the following vacancies:**

- 1. One Full-Time Substitute position, see salary listed above**
- 2. Extra-Help¹ positions with an hourly rate of \$23.80-\$28.64, depending on experience, and varied hours**

The list may also be used to fill other vacancies during the life of the eligible list.

THE REQUIREMENTS: Any combination of training and experience that would provide the required knowledge and abilities is qualifying. A typical way to obtain these knowledge and abilities would be:

ONE YEAR OF EXPERIENCE IN GENERAL OFFICE CLERICAL WORK OR CUSTOMER SERVICE RELATIONS THAT DEMONSTRATES APPLICATION OR POSSESSION OF THE REQUIRED KNOWLEDGE AND ABILITIES LISTED BELOW. SIX MONTHS OF EXPERIENCE WITH HABITS AND CHARACTERISTICS OF DOMESTIC ANIMALS, ESPECIALLY DOGS AND CATS, MAY BE SUBSTITUTED FOR UP TO SIX MONTHS OF THE REQUIRED EXPERIENCE ON AN HOUR-FOR-HOUR BASIS.



SPECIAL REQUIREMENTS: License Requirement: Possession and maintenance of a valid California Class C Driver License, or the ability to provide suitable transportation approved by the appointing authority. **Special Working Conditions:** Exposure to variable temperatures and weather conditions, high levels of noise, unpleasant odors, possible sunburn, bodily injury or contact with toxic substances or chemical irritants, exposure to animals who may be hostile or dangerous and potentially hostile clients. Physically and mentally capable of performing the position's essential functions as summarized in the typical tasks section of this specification. **Hours:** Ability to work flexible schedule, including nights, weekends, and/or holidays.

KNOWLEDGE: Working knowledge of office procedures and practices, computers, database information entry, retrieval and storage; State and local rules, regulations, and good practices regarding animal care and keeping; communication devices including telephone, pager, cell phones, and two-way radio; and good practices and guidelines for successful matching of homeless animals with suitable adopters. Some knowledge of habits and characteristics of domestic animals, especially with dogs and cats and good customer service and relations.

ABILITY TO: Perform clerical work involving a good degree of independent judgment and requiring speed and accuracy; quickly learn the specific operations to which assigned; understand and follow written and oral directions; operate standard office equipment; establish and maintain cooperative working relationships with the public and others, and represent the agency and the work of the agency positively to the public at large; make simple arithmetic computations; communicate effectively orally and through written expression, and communicate effectively on the telephone; recognize problems, gather relevant information, establish facts, draw valid conclusions, respond promptly and communicate clearly and concisely both orally and in writing; maintain current, complex and accurate records; exercise discretion and judgment in dealing with the public, co-workers, and staff of other agencies, including law enforcement agencies, sometimes under stressful and emotional circumstances; work effectively under pressure and deadlines; adjust schedules to meet changing priorities and demand for services by the public; be able to word process and enter data at a moderate rate of speed; lift up to 50 pounds unassisted; stand for periods of time, walk and retrieve animals from the shelter; receive animals from the public, and place animals into receiving cages; and work in a noisy, active, and busy environment, at close quarters.

THE EXAMINATION: Your application and supplemental questionnaire will be reviewed to determine if you have met the education, experience, training and/or licensing requirements as stated on the job announcement. If you meet these criteria and are one of the best qualified, you may be required to compete in any combination of written, oral and/or performance examinations or a competitive evaluation of training and experience as described on your application and supplemental questionnaire. You must pass all components of the examination to be placed on the eligible list. The examination may be eliminated if there are ten or fewer qualified applicants. If the eligible list is established without the administration of the announced examination, the life of the eligible list will be six months and your overall score will be based upon an evaluation of your application and supplemental questionnaire. If during those six months it is necessary to administer another examination for this job class, you will be invited to take the examination to remain on the eligible list.

HOW TO APPLY: Apply online at www.santacruzcountyjobs.com or mail/bring an application and supplemental questionnaire to: Santa Cruz County Human Resources Department, 701 Ocean Street, Room 510, Santa Cruz, CA 95060. For information, call (831) 454-2600. Hearing Impaired TDD/TTY: 711. Applications

will meet the final filing date if received: 1) in the Human Resources Department by 5:00 p.m. on the final filing date, 2) submitted online before midnight of the final filing date.

WOMEN, PEOPLE OF COLOR AND PEOPLE WITH DISABILITIES ARE ENCOURAGED TO APPLY. IF YOU HAVE A DISABILITY THAT REQUIRES TEST ACCOMMODATION, PLEASE CALL (831) 454-2600.

To comply with the 1986 Immigration Reform and Control Act, Santa Cruz County verifies that all new employees are either U.S. citizens or persons authorized to work in the U.S.

Some positions may require Fingerprinting and/or Background Investigation.

ANIMAL SERVICES ASSISTANT - SUPPLEMENTAL QUESTIONNAIRE

The supplemental questions are designed specifically for this recruitment. Applications received without the required supplemental information will be screened out of the selection process. Employment experiences referred to in your response must also be included in the Employment History section of the application.

NOTE: Please answer the question(s) below as completely and thoroughly as possible, as your answer(s) may be used to assess your qualifications for movement to the next step in the recruitment process.

1. Describe your experience working or volunteering in an animal shelter or other animal welfare organization.
2. Describe your customer service experience, including working with the general public.

EMPLOYEE BENEFITS:

ANNUAL LEAVE – 22 days first year, increasing to 37 days after 15 years of service. Available for vacation and/or sick leave.

HOLIDAYS – 14 paid holidays per year.

BEREAVEMENT LEAVE – 3 days paid in California, 5 days paid out-of-state.

MEDICAL PLAN – The County contracts with CalPERS for a variety of medical plans. For most plans, County contributions pay a majority of the premiums for employees and eligible dependents.

DENTAL PLAN – County pays for employee and eligible dependent coverage.

VISION PLAN – County pays for employee coverage. Employee may purchase eligible dependent coverage.

RETIREMENT – Pension formula 2% at age 60 or 2% at age 62 as determined based on provisions of the CA Public Employees' Pension Reform Act of 2013 (PEPRA). Pension benefit determined by final average compensation of three years. County participates in Social Security.

LIFE INSURANCE – County paid \$20,000 term policy. Employee may purchase additional life insurance.

DISABILITY INSURANCE – Employees in the General Representation Unit participate in the State Disability Insurance (SDI) program. This program is funded 100% by employee payroll deductions.

DEPENDENT-CARE PLAN – Employees who make contributions for child or dependent care may elect to have their contributions made utilizing "pre-tax dollars."

H-CARE PLAN – Employees who pay a County medical premium may elect this pre-tax program.

HEALTH CARE FLEXIBLE SPENDING ALLOWANCE (HCFA) – Employees may elect this pre-tax program to cover qualifying health care expenses.

DEFERRED COMPENSATION – A deferred compensation plan is available to employees.

Extra-help employees receive a \$2.00/ hour differential and do not receive benefits. Extra-help employees cannot work more than 999 hours in a fiscal year and are covered by Social Security. Extra-help employees are used for employment on short-term projects; on a seasonal basis to meet recurrent work peaks; employment on an as-needed basis to meet peak workload, emergency, or other unusual situations.

NOTE: PROVISIONS OF THIS BULLETIN DO NOT CONSTITUTE AN EXPRESSED OR IMPLIED CONTRACT.

County of Santa Cruz
www.santacruzcountyjobs.com

LIVE Here WORK Here PLAY Here