



214 South Love Lovington, NM 88260 | 575.396.2884

SHELTER ADMINISTRATIVE ASSISTANT

Position Description

Department:	Animal Protection Services	Reports to (title):	Shelter Manager
Job Code:	8810	Supervises:	None
Pay Grade:	\$17 - \$21 Depending on Experience	Classification:	Non-Exempt
Hours/week:	Schedules may vary	Effective Date:	September 30, 2026
Type of Position:	Full-Time	Revised Date:	September 30, 2026

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the City of Lovington are expected to conform to the following:

- Uphold all principles of confidentiality and respect of all colleagues to the fullest extent.
- Adhere to all professional and ethical behavior standards inherent to the Public Sector.
- Interact in an honest, trustworthy and dependable manner with all citizens and employees of the City of Lovington.
- Possess cultural awareness and sensitivity.
- Maintain a current, insurable driver's license.

POSITION PURPOSE

The Shelter Administrative Assistant serves as the first point of contact for the public, volunteers, rescues, and donors at the Animal Protection Services shelter. This position supports the daily administrative and operational functions of the shelter, including customer service, animal intake, adoptions, owner reclaims and surrenders, fee collection, recordkeeping, animal tracking, inventory coordination, and public information management. The position works within multiple software programs, provides support across departments as needed, and assists with shelter cleaning and operational support when staffing or shelter needs require.

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

Customer Service & Intake

- Welcome and greet all visitors, volunteers, rescues, and donors in a courteous and professional manner.
- Answer phones and public inquiries about shelter services, adoptions, programs, and resources; direct inquiries to the appropriate staff member; and provide scheduling support.
- Perform intake of animals brought to the shelter by citizens, including completing intake paperwork, weighing, administering vaccines and flea/tick treatment, photographing animals for networking and adoption postings, assigning kennels, and ensuring animals have clean food and water.
- Process adoptions, owner reclaims, and owner surrenders in accordance with department procedures.
- Collect adoption, reclaim, licensing, and other shelter fees; issue receipts; and balance the cash drawer in accordance with City cash-handling procedures.
- Maintain accurate call logs, visitor records, pet licensing and rabies tag records, files, and other administrative documents.

Front Desk Operations

- Keep the front desk, lobby, and entry areas clean, organized, and professional.
- Manage lost-and-found reports and follow up with owners and finders as needed.

Records, Software & Communication

- Learn and use multiple shelter software systems and databases for animal tracking and record management, intake and outcome documentation, medical and vaccination records, licensing and reporting, and scheduling and communication.
- Coordinate communication and information between departments and staff members.
- Post lost, found, adoptable, and rescue animals on social media platforms, including Facebook; update animal status information; and monitor messages and communication as assigned.
- Provide administrative support for daily shelter operations.

Position Description

Shelter Support & Inventory

- Assist with ordering shelter supplies, office materials, cleaning products, food, and operational inventory.
- Help maintain organized office spaces, records, and supply storage areas.
- Assist with shelter cleaning and sanitation duties when needed.
- Assist with special projects, reports, transports, or operational tasks as assigned by management.
- Occasionally drive City vehicles to adoption events or for other shelter needs.

MINIMUM MANDATORY QUALIFICATIONS

- | | |
|--|--|
| Experience: | <ul style="list-style-type: none">• None required; see Preferred Qualifications. |
| Education: | <ul style="list-style-type: none">• High school diploma or GED required. |
| Mandatory Knowledge, Skills, Abilities and Other Qualifications: | <ul style="list-style-type: none">• Ability to learn and work within multiple software systems and online platforms.• Strong interpersonal and communication skills, with the ability to interact respectfully with people from diverse backgrounds.• Ability to communicate effectively and professionally with staff, volunteers, rescues, and the public.• Organized and detail-oriented, with accuracy in records and data entry.• Ability to multitask, adapt to changing priorities, and work independently while supporting team operations.• Ability to accurately handle cash, process payments, and balance a cash drawer.• Ability to safely handle animals, or willingness to learn safe animal handling.• Ability to maintain confidentiality and remain calm and professional in crisis situations.• Ability to follow shelter protocols, procedures, and supervisory direction.• Ability to assist with physical tasks, including cleaning, lifting, and shelter support duties, when needed.• Flexibility to work varied shifts, including evenings, weekends, and holidays. |

PREFERRED QUALIFICATIONS

- One (1) to three (3) years of customer service or office experience.
- Animal shelter experience.
- Familiarity with social media platforms, especially Facebook.
- Basic knowledge of animal shelter operations.

WORK ENVIRONMENT

- | | |
|-------------------|--|
| Work environment: | The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Work is performed in both office and shelter environments, and the employee may alternate between administrative duties and hands-on shelter support throughout the workday, depending on operational needs. The position may include exposure to animal bites and scratches, zoonotic diseases, cleaning chemicals, animal waste, odors, and noise levels that vary from moderate to loud. Hours may include evenings, weekends, and holidays. |
| Physical demands: | The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk and hear. There may be prolonged periods of standing, keyboarding, and reading, as well as driving or riding in transport vehicles. Shelter support duties may include cleaning kennels and handling, restraining, and kenneling animals. The employee must occasionally lift and/or move up to 30 pounds, with assistance for heavier loads. Specific vision abilities required by this job include reading, distance, and computer. |
| Mental demands: | There are a number of deadlines associated with this position. The employee must also multi-task and interact with a wide variety of people on various and, at times, complicated issues. The position involves emotionally challenging situations involving animals and the public and requires a compassionate, service-oriented approach. |

SHELTER ADMINISTRATIVE ASSISTANT

Page 3

Position Description

Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.

REVIEWED BY		TITLE	
APPROVED BY		TITLE	
DATE POSTED		DATE HIRED	

ACKNOWLEDGMENT

I acknowledge and understand that:

- Receipt of this job description does not imply nor create a promise of employment or an employment contract of any kind, and my employment remains at-will.
- This job description provides a general summary of the position in which I am employed and identifies the essential functions of the position. I understand that if at any time I believe I may need a reasonable accommodation to perform the essential functions of my position, I am responsible for notifying my supervisor or Human Resources.
- This job description is intended to describe the general nature of the position and may be modified as business needs require, including changes to job duties, responsibilities, work schedules, work location, and work requirements.
- Acceptable job performance includes completion of assigned responsibilities and compliance with applicable company policies, procedures, rules, and expectations.
- I have had the opportunity to discuss any questions or concerns regarding this job description with my supervisor or Human Resources.
- I have read and understand this job description and acknowledge my responsibility to perform my duties in accordance with applicable company policies and procedures.

Printed Name: _____

Employee Signature: _____

Date: _____