

CLASS SPECIFICATION
Animal Services Dispatcher

GENERAL PURPOSE

Under general supervision, operates a base radio unit to relay information, instructions and work orders to field personnel under standard and emergency conditions and to receive information and requests; receives and responds to telephone calls from the public, outside entities and other City staff regarding standard and emergency situations; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Animal Services Dispatchers provide radio communications and dispatch and clerical support for a wide variety of animal service activities. Incumbents explain license and rabies procedures and also issue and collect fees for animal licenses. Incumbents are required to use sound independent judgment in responding to other City staff and the public.

Animal Services Dispatcher is distinguished from other administrative and clerical support classes by the incumbent's primary responsibility to communicate with field staff and the public, dispatching appropriate personnel based on information received.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Using a two-way radio base unit, dispatches and receives information to/from personnel; researches information and relays requested information to field staff; monitors the radio communication system and responds to requests and directions.
2. Responds to telephone inquiries or directs the caller to the appropriate person for response.
3. Obtains information from callers, evaluates telephone calls, and decides upon or takes proper action to resolve complaints or other animal control issues.
4. Notifies owners of impounded animals with identification; assists public with lost-and-found pet information; receives and processes citizen complaints.
5. Issues licenses and verifies rabies vaccinations.
6. Types letters and other correspondence and forms; keeps records and maintains filing system; prepares and processes appropriate paperwork, forms and reports.
7. Interprets laws and ordinances pertaining to animal issues in response to questions from the public; quotes fees per established schedules.
8. Promotes and educates the public on responsible pet ownership and provides quality customer service.

OTHER DUTIES

1. Provides back up to other office staff as required.
2. May be required to perform work in the kennel and other areas of the shelter as needed.

QUALIFICATIONS

Knowledge of:

1. Proper radio dispatch techniques and procedures used operating a public service communications system.
2. Modern office systems and procedures.
3. Uses and operations of computers and other standard office equipment.
4. Correct English usage, spelling and grammar.
5. Customer service practices and telephone etiquette.
6. Animal control ordinances, rules, regulations and procedures.

Ability to:

1. Operate a two-way radio base unit, multi-line telephone, computer, and standard office equipment.
2. Obtain from, and explain information effectively and accurately to a wide variety of callers including the public and law enforcement officials.
3. Promptly, efficiently, courteously and calmly handle telephone and radio inquiries and complaints under emergency conditions.
4. Interpret, explain and apply City laws, ordinances and regulations pertaining to animal licensing and vaccinating requirements.
5. Communicate orally or in writing animal control procedures and regulations to public.
6. Use tact, patience and understanding in dealing with customers and the public.
7. Maintain clear, accurate and complete records.
8. Establish and maintain effective working relationships with customers, staff, public and others encountered in the course of work.
9. Maintain effective working relationships with other staff, the public and others encountered in the course of assigned duties, including providing good customer service.
10. Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.
11. Provide quality customer service.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and two years of general office clerical or administrative experience; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

Possession of a valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS

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

Physical Demands

While performing the duties of this job, employees are regularly required to use hands to finger, handle, feel or operate objects, tools or controls, and reach with hands and arms. The employee is frequently required to stand and talk or hear; walk or sit; stoop, kneel, crouch or crawl.

Specific vision abilities required for this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, incumbents are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve standard office administrative problems; observe and interpret situations; deal with deadlines and constant interruptions; and interact with customers, staff, public and others encountered in the course of work, some of whom are upset, dissatisfied or quarrelsome.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee's work in an animal shelter environment, and the noise level may occasionally be loud.