



CLASS SPECIFICATION

Class Code: 18775
Date Est: 07/2020
Last Rev:
Last Title Chg:
FLSA: non-exempt
Probation: 6 months

ANIMAL SERVICES DISPATCHER

DEFINITION

Under direct supervision, receives requests for animal related emergency and non-emergency services by telephone and appropriately dispatching calls to Animal Control Officers in the field; and performs other related duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Two years of full-time call center experience or general clerical experience involving customer service, routing calls, and providing and receiving information on a daily basis; OR an equivalent combination of training and experience.

LICENSE OR CERTIFICATES

A valid driver's license is required at the time of appointment.

SUPERVISION EXERCISED

Exercises no supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Receive, screen, and take appropriate action on all animal related emergency service calls from the public requesting assistance; determine nature and location of emergency; determine priority; dispatch field officers, supervisors and emergency units as necessary and in accordance with established procedures; transfer calls to appropriate agency as necessary.

Maintain contact via radio dispatch with all units, conduct welfare checks on field staff to maintain the status and location, and to monitor officer safety; provide information and assistance to units.

Interpret and apply County Code, NRS, and other policies, ordinances, and laws applicable to the care and handling of animals.

Perform data entry; compile information and/or statistical data; accurately prepare and distribute various records, documents, spreadsheets, correspondence, and reports using a variety of specialized software.

Maintain and update manual and/or electronic file/record systems, mailing lists, and other specialized record keeping systems.

Identify and prepare office records and files for archival or disposal in accordance with department policies.

Pick up, receive, open, date stamp, sort, and distribute incoming mail and other materials to appropriate department staff.

Monitor and provide surveillance duties over front desk and kennel staff, escalating issues to appropriate personnel and law enforcement, when necessary.

Acts as a liaison to public safety, law enforcement and County agencies to coordinate assistance and to relay information related to service requests.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Departmental policies, procedures, organization, and functions.

NRS and County Code as they pertain to the department.

Terminology, acronyms, laws, rules, and regulations pertinent to the care and handling of animals.

Management information systems and software specific to assigned responsibilities.

Operating characteristics of communications equipment and tools used in emergency dispatch including TDD, radio scanners, intercoms, and multi-channel radio systems.

Geographic areas within Washoe County's jurisdiction, including streets, businesses, hiking and ski areas, boundaries, districts, geography, and zones that represent geographical areas of responsibility.

Resources and agencies available for referral.

Ability to:

Interpret and apply pertinent laws, codes, and regulations related to the services provided by Regional Animal Services.

Understand the organization and operation of the County and outside agencies as necessary to assume assigned responsibilities.

Operate office equipment and software unique to the department.

Entry Level *(Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.)*

Knowledge of:

Modern office practices, methods, and computer equipment.

Techniques and methods of record keeping and reporting.

Principles and techniques used in dealing effectively with the public.

Data entry and verification procedures.

Basic mathematical principles.

Correct English usage, spelling, vocabulary, grammar, and punctuation.

Skill to:

Operate radios, multi-phone systems computer equipment, and FAX machines.

Ability to:

Read and interpret street and geographical maps.

Receive, prioritize, and dispatch a large volume of radio and telephone transmissions properly, rapidly, efficiently, and effectively.

Maintain confidentiality of data and information.

Understand and follow oral and written instructions.

Analyze situations carefully, make quick and sound decisions, and adopt effective courses of action in both routine and non-routine situations.

Collect, verify, and enter data; present information and data in report format.

Interact effectively and sensitively with individuals from diverse backgrounds; effectively communicate with and elicit information from upset and irate citizens; speak clearly and distinctly in a well-modulated voice.

Communicate effectively, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with all those contacted in the course of work.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment.)*

Ability to sit for extended periods. Ability to use office equipment including computers, telephones, calculators, copiers, and FAX. Work is performed in office, outdoor and driving environments. Ability to work in varying temperatures; ability to work under conditions involving exposure to dust, gases, and chemicals. Exposure to animals with rabies and other diseases.

All Washoe County Animal Service employees are considered disaster services employees when ordered to assist during a disaster.

Incumbents may work irregular hours, weekends, holidays, or evenings.

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards.