



## CLASS SPECIFICATION

Class Code: 60019176  
Date Established: 07/2022  
Last Reviewed:  
Last Revised:  
Last Title Change:  
FLSA: non-exempt  
Probation: 12 Months

### ANIMAL SERVICES DISPATCH SUPERVISOR

#### **DEFINITION**

Under general direction, supervises and provides direction, planning, training, and work coordination for dispatchers of the Regional Animal Services; and performs related work as required.

#### **EXPERIENCE AND TRAINING REQUIREMENTS**

Three years of progressively responsible supervisory experience which included customer service, within a call center or a dispatch operations environment, OR four years of full-time experience in a call center or dispatch operations center, taking and prioritizing and dispatching calls 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 direct supervision over the Animal Services Dispatchers.

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

May perform any of the Examples of Duties found on the Animal Services Dispatcher job class specification.

Perform centralized coverage of dispatch operations.

Supervise assigned staff which includes staff selection, providing training in proper work methods and procedures; providing professional development, coaching, and mentoring; writing performance evaluations, implementing discipline and conflict resolution procedures when necessary; and assigning, scheduling, and reviewing work to ensure accuracy and compliance with applicable standards.

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

Conduct a variety of special studies and research projects including staffing and operational studies and projects; complete and analyze data; prepare necessary records and statistical reports on projects and activities; develop handbook and procedural manuals.

Handle complex calls related to animal related emergency services; 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.

Respond to and resolve inquiries and complaints from the public, co-workers, staff, or other agencies regarding assigned services; maintain effective public relations when dealing with citizens and other agencies; serve as a primary resource in answering questions and providing information and assistance to County personnel and the general public where judgment, knowledge, and interpretations are utilized, especially in the proper handling of

confidential information or files; research records as necessary.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner that does not expose them or others to unnecessary harm or risk of on-the-job injury.

## **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 and procedures.

Organizational structure of Washoe County as it relates to programs, activities, and functions of assigned areas.

Management information systems and software programs used in the assigned area.

NRS and County Code as they pertain to the department.

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

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, boundaries, districts, geography, and zones that represent geographical areas of responsibility.

Resources and agencies available for referral.

### **Ability to:**

Exercise good judgment and de-escalation techniques in handling potentially hostile or emotionally sensitive situations involving animals.

Recognize work methods and procedures that promote a safe working environment for employees and others and to train staff in same.

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.

Work effectively, without close supervision, using initiative and independent judgment within established procedural guidelines.

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:**

Principles and practices of organization, supervision, and training.

Modern office practices, methods, and basic technology equipment.

Techniques and methods of data collection, record keeping, and statistical reporting.

Principles and techniques used in dealing effectively with the public.

Basic knowledge and understanding of domestic animal species, breed identification and colors.

Data entry and verification procedures.

Basic mathematical principles.

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

**Ability to:**

Evaluate operations, develop, recommend, and implement operational alternatives.

Read and interpret street and geographical maps.

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

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.

Read, interpret, apply, and explain pertinent laws, statutes, codes, regulations, and standards including administrative and departmental policies and procedures.

Research, compile, tabulate, interpret and analyze data and information, including statistical analysis.

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

Communicate clearly and concisely, both orally and in writing.

Operate a personal computer and a variety of software packages.

Maintain confidentiality of data and information.

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

Multi-task with strong attention to detail.

**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.*