

Code: 3522

Title: ANIMAL CARE DISPATCHER

SUMMARY: Receives calls, relays information and dispatches animal care units. Receives requests for emergency and routine services, transmits and documents information using telecommunication equipment.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Receives and responds to animal care enforcement and service requests via radio and telephone equipment from the public, division personnel and other agencies;

Prioritizes animal care enforcement and service requests and determines appropriate action including dispatch and referral;

Coordinates animal care enforcement and service requests with available field resources;

Questions callers to obtain relevant information and enters data into the automated data base including nature and extent of animal illness or injury, and type of service or enforcement activity requested;

Assigns service requests and monitors officer safety by maintaining continuous location and status control of units in field;

May refer after-hours requests for a wide variety of health and law enforcement related requests for assistance;

Provides information and explanations on Animal Care services, fees, policies, laws, ordinances and practices;

Researches and responds to inquiries from the public, Animal Care personnel and other agencies concerning status of animals and location of individuals;

Relays calls for assistance to law enforcement agencies;

Prepares and maintains records, call logs and reports;

Accesses and updates computer based Animal Care related records, and databases and generates required reports and related correspondences;

May assist Senior Animal Care Dispatcher in training Animal Care dispatch personnel;

May provide other Animal Care services including conducting license checks, calculating and collecting Animal Care services fees.

KNOWLEDGE & SKILLS:

Knowledge of:

- the rules and regulations of the Federal Communication Commission for telecommunications equipment;
- the operation of telecommunication equipment;
- English grammar, word usage and spelling;
- arithmetic functions;
- the geography of Pima County;
- applicable animal care regulations;
- common animal species and their habits.

Skill in:

- establishing and maintaining effective working relationships;
- reading street maps;
- determining priorities;
- communicating clearly, accurately and concisely, both orally and in writing, and effectively relaying details;
- handling situations firmly, courteously, tactfully and impartially;
- reacting quickly and calmly in emergencies.
- use of automated information systems for entering, retrieving and tracking data and report generation;
- use of telecommunication equipment.

MINIMUM QUALIFICATIONS:

Six months of experience performing any combination of the following duties: performing data entry into an automated system; answering multi-line telephones; operating PBX or similar telephone switchboards; dispatching of personnel/mobile units by telephone, radio or computer-based communication systems.

OTHER REQUIREMENTS:

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

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