

Code: 3523

Title: ANIMAL CARE DISPATCH SUPERVISOR

SUMMARY: This classification supervises dispatching staff and participates in the daily activities of the Animal Care Dispatch Center by receiving requests for service and transmitting pertinent information to Animal Care field officers via radio, telephone and/or computer-based communications systems.

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

Supervises, trains and assigns work to Animal Care dispatch staff;
Monitors, evaluates, revises and recommends dispatch unit work procedures to improve efficiency and quality of service;
Reviews accuracy and completeness of records, call logs and reports prepared by dispatch unit;
Responds to complex animal care inquiries and service requests from the public, division personnel and other agencies;
Assists dispatch staff with more difficult requests or excessively hostile or belligerent calls;
Relays calls for assistance to law enforcement agencies;
Prepares and maintains records and reports;
May perform all duties of an Animal Care Dispatcher as required, including receiving and prioritizing calls, determining appropriate responses and taking action on enforcement and field service requests;
May provide animal care services including conducting license checks, calculating and collecting animal care service fees.

KNOWLEDGE & SKILLS:

Knowledge of:

- rules and regulations of the Federal Communications Commission operation of telecommunications equipment/systems;
- the operation of telecommunications equipment;
- principles and practices of effective supervision and relevant County Personnel Policies/Procedures and Merit System Rules;
- records maintenance;
- applicable State, County and city laws and ordinances;
- common animal species, habits, handling and care.

Skill in:

- establishing and maintaining working relationships with the public, co-workers and other agencies;
- handling situations firmly, courteously, tactfully and impartially;
- reacting quickly and calmly in emergencies;
- determining priorities;
- communicating clearly and concisely, both orally and in writing, and accurately relaying details;
- use of telecommunications equipment;
- use of automated information systems for entering, retrieving and tracking data and report generation;
- scheduling, training and reviewing work of employees.

MINIMUM QUALIFICATIONS: EITHER:

(1) Eighteen (18) months of dispatching experience and one year of lead or supervisory experience (which may be concurrent with other required experience.)

OR:

(2) One year of experience with Pima County as an Animal Care Dispatcher and six months of lead or supervisory experience (which may be concurrent with other required experience.)

OR:

(3) Three years of experience with Pima County as an Animal Care Dispatcher.

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.