



JOB DESCRIPTION

DISPATCHER

\$31,113.68 - \$34,588.27 annually, generous benefit package, including 14% agency contribution to retirement.
(non-benefited position during training)

DEFINITION

Under the direct supervision of the Front Office Supervisor; receives requests for animal control services over the telephone; relays service request to field officers by two-way and network radio. Assists with monitoring Field Officer activity and deployment; status of Field Officers in the field; greets and serves requests of visitors to the Animal Care Center; process pet adoptions, animal complaints and records requests and a variety of other clerical and record keeping duties.

REPRESENTATIVE DUTIES

- Answers telephones, taking information regarding requests for animal control services from citizens and government agencies.
- Enter, update and retrieve service requests/impound records and/or information via computer.
- Operate various equipment such as telephone, two-way radio, computer and telecommunications equipment.
- Prioritize calls for service and relays service requests and information to Field and Senior Officers.
- Interprets level of service needed through information obtained from field officers or citizens and relays information to Senior Officers.
- Informs Senior Officers of field conditions/ calls in progress.
- Provides agency and general information over the counter and on the telephone. Gives written information and instruction to public at front counter.
- Processes pet adoptions, records and service requests.
- Processes monetary transactions for animal adoptions, redemptions and other services.
- Performs animal license records verifications to locate owners of animals with identification.
- Prepares logs, reports and records as directed.
- Maintains files necessary for dispatch as assigned.
- Perform filing and record-keeping duties.
- Other duties as assigned.

MINIMUM QUALIFICATIONS/EXAMINATIONS:

- Must possess a high school diploma from an accredited high school or General Equivalency Degree (GED) / California High School Proficiency Exam Certificate (CHSPE).
- No felony convictions or crimes of moral turpitude
- Ability to lift up to minimum of 50 lbs.
- Must pass a pre-employment physical examination.
- Ability to pass a specified written test with a minimum score of 70%.
- Applicants must have a working knowledge of typing keyboard.
- Demonstrates a competent work history and attendance record in good standing.

KNOWLEDGE AND

- Use Common Sense.
- React and think clearly in emergency situations working with speed and accuracy.
- Record oral information legibly and accurately
- Speak with clear enunciation in a well-modulated voice.
- Show good judgment in processing all calls for proper response.
- Deal effectively with the public over the telephone.
- Establish and maintain effective working relationships with staff and fellow employees.
- Capability to meet attendance schedule with dependability and consistency
- Capability to handle multiple work requests under pressure with frequent interruption
- Capability to understand and follow oral and written instructions
- Ability to work independently and as part of a team.
- Ability to operate standard radio/transmitting equipment, multi-line telephone system, computer system, and other office equipment effectively.

- KNOWLEDGE AND ABILITIES *continued*...
- Skill in observing situations analytically and objectively and relaying details accurately and take effective action within established guidelines
- Skill in reading and interpreting maps to determine locations and jurisdictional boundaries
- Skill in multitasking, coordinating simultaneous mental, manual and visual activities
- Knowledge or ability to learn standard public safety radio code system and broadcasting procedures
- Knowledge of public service activity and methods of local government; knowledge of law enforcement terminology and procedures
- Ability to learn alphanumeric and other coding protocol
- Knowledge of general office practices and procedures, including business correspondence, filing, spelling and a good command of the English language
- Knowledge of geography for SEAACA jurisdiction and surrounding areas

PHYSICAL CLASSIFICATIONS/ESSENTIAL JOB FUNCTIONS

On a continuous basis, sit at a desk for a long period of time in front of a computer screen; intermittent twisting to reach equipment or supplies. Position also requires prolonged sitting, standing, walking, reaching, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement, and fine coordination in retrieving and entering data using a computer keyboard. Additionally, the position requires near and far vision in reading work related documents and using the computer, and acute hearing is required when providing phone, dispatch, and personal service. The need to lift, drag, and push files, paper, and documents weighing up to minimum of 50 pounds also is required.

- Must possess a certain level of customer service experience with a demonstrated ability to respond under stress and handle several tasks simultaneously.
- Remain calm under emergency situations.
- Communicate effectively and tactfully with citizens, staff and city contacts in person and by telephone.
- Compose, prepare and read typewritten or handwritten documents.

SPECIAL INFORMATION

Employees in this job classification will be required to work rotating shifts, including early morning days, nights, weekends and holidays. Hours may be for various durations up to 12 hours a day, however, normally do not exceed eighty (80) hours in any two week period.

ELIGIBILITY INFORMATION:

Initial appointment is contingent upon satisfactory completion of a physical examination, drug screening, Live Scan background check and verification of identity and right to work in the United States. Hiring is contingent on selected candidate passing a background check before a formal offer can be extended.

SELECTION/EXAM PROCESS:

The person selected will be expected to perform all the functions of the position. Based on a review of the applications received, the candidates appearing to be the most qualified and meeting SEAACA's particular needs will be invited in writing to the exam process.

Closing date for all applicants will be 9/22/17 at 5 pm.