

## ANIMAL CONTROL DISPATCHER

GENERAL STATEMENT OF DUTIES: Performs routine duties and operates a base radio station with detailed instructions as to radio duties; answers the telephone, logs incoming telephone and radio calls, and assigns work to Animal Control Officers over the radio; works under direct supervision of the Chief Animal Control Officer; performs related work as required.

### STATEMENT OF TASKS:

Maintains log of telephone and radio transmittals;  
Answers telephone and radio calls;  
Assigns complaints to the Animal Control Officers;  
Advises public of animal laws and care;  
Helps maintain records of animals;  
May be required to operate a computer.

The statement of tasks above is intended to be sufficient to identify the class and be illustrative of the many duties that may be assigned. It should not be interpreted to describe all of the duties an employee assigned to this class may be required to perform.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Ability to hear well and speak clearly;  
Ability to deal with other employees and the public calmly and with tact in situations concerning animals;  
Ability to write legibly and spell correctly;  
Ability to retrieve data from computer terminal;  
Ability to relay directions and instructions accurately;  
Ability to learn government radio communication operations;  
Working knowledge of county ordinances and state laws pertaining to animal;  
Ability to remember street names and numbers.  
Ability to read a map;  
Knowledge of animal behavior;  
Ability to attend work regularly and work under stressful conditions.

### MINIMUM QUALIFICATIONS:

Three years experience working in an animal shelter environment assisting the public with aggressive, abusive, and general behavior and care of animals.

Established: May 1, 1975  
Revised: November 1, 1988  
September 8, 1999  
March 11, 2010

  
Human Resources Director