



Job Title: Animal Services and Enforcement Dispatcher

Reports to: Executive Director

FLSA Status: Non exempt – hourly

General Summary:

Under minimal supervision, performs work related to dispatching Animal Control Officers to emergency and non-emergency requests for service locations via telephone as well as a variety of clerical duties. Input accurate data entry relating to Animal Services and Enforcement.

Essential Job Functions:

- Monitors activities of field employees; tracks movement of officers and maintains continual awareness of their location.
- Answers incoming calls; records pertinent information regarding nature and location of incidents, any owner and licensing information as necessary; determines validity of complaints and prioritizes service requests.
- Prioritizes and assigns officer response; routes and dispatches service; explains departmental policies, laws and ordinances related to animal control to public; refers callers to other agencies as appropriate.
- Assists field staff by researching automated and manual records such as pet licenses, warrants and citations; communicates with other agencies such as police, City attorney, and veterinarians.
- Prepares case copies for City Attorney's Office and Animal Control Officers; acts as liaison with the City Attorney's Office.
- Maintains and updates field records from Animal Control Officer Reports; initiates and maintains Potentially Dangerous Dog files; checks prior records on animals; processes and copies incident reports; and documents complaints.
- Monthly inventory of animal traps.
- Keep record of officer's appointments and court dates.
- Entering licenses.
- Monthly license queue and mailings.
- Notarizing citations.
- Perform other duties as assigned by management.

Knowledge, Skills, and Abilities:

- Knowledge of organization, procedures and operations of the Animals Control Department.
- Knowledge of standard office practices and procedures.
- Skilled in principles and procedures of record keeping and reporting.
- Skilled in multi-tasking with constantly changing priorities.
- Skilled in verbal (oral and written) communication.
- Skilled in effectual communication with the general public; ability to effectively and courteously collect all necessary information in emergency or emotionally-charged situations.
- Ability to operate phone system and general office equipment.
- Ability to correctly apply the policies and procedures of the Animal Control Department.
- Ability to read and correctly interpret maps, directories and other information to determine the location of service requests and available field personnel.
- Ability to correctly analyze and prioritize service requests, including emergencies, and take action to provide the most efficient and effective service.
- Ability to understand and follow oral and written directions.
- Ability to establish and maintain cooperative working relationships.
- Ability to represent the Animal Control Department to the general public and other agencies in a professional manner.

Education and Experience:

A high school education or GED is required. Previous experience in computer data entry and customer the service field is preferred.

Physical Dimensions:

- Ability to work long hours at a computer.
- Able to lift 50 lbs unaided and safely.
- Able to work with cats, dogs and small mammals.

By signing below I acknowledge that I am 18 years of age or older and I am physically able to perform the duties mentioned above. I also am signing that I understand and accept that the Humane Society of the Black Hills “Drug Free Workplace” Policy. I know I may be asked to submit to a urinalysis or blood test at the expense of my employer in random selection or for cause. Refusal will result in termination.

Signature Date

HSBH Representative Title