

Peninsula Humane Society & SPCA Animal Rescue & Control Dispatcher

Job Title: Dispatcher
Division: Animal Rescue & Control
Reports To: Animal Rescue & Control Manager
FLSA Status: Non-Exempt/Full Time/Union
Salary: \$18.62 per hour
Excellent benefits Package Available

Summary: To operate dispatch system, answer calls and requests for service in accordance with the policies and procedures of the organization. This position is represented by Union Local 856.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Receive, dispatch, and monitor service requests from the public in priority

Maintain awareness of numerous staff members' activities and locations while providing assistance as necessary to ensure adequate safety and completion of duties

Process, file, and maintain records, including but not limited to mail, quarantines, complaints, daily activity/statistical reports, and citations

Monitor and respond as needed to public emails and voicemails

Operate a two-way radio in a professional manner

Answer questions and advise the public regarding animal welfare issues, state and local ordinances, rabies observation quarantines, wildlife concerns and behavior, and related issues

Provide assistance to other departments as assigned

Perform other duties as assigned to ensure a positive public image, enhance the operation of the organization and improve the quality of life for animals

Must have a flexible schedule and the ability to work on weekends and/or holidays as needed

Must be able to multitask and communicate effectively within a high paced work environment

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Individual must have a

pleasant demeanor and be accustomed to working in a high paced and sometimes stressful environment. Must also have a flexible schedule and available to work weekends and holidays, as needed.

Education and/or Experience:

High school diploma or general education degree (GED); or six months to one year related experience and/or training; or equivalent combination of education and experience.

Language Skills:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, volunteers, and other employees of the organization. Good oral and written communication skills.

Mathematical Skills:

Ability to add and subtract, multiply and divide. Ability to perform these operations using units, weight measurement, and volume.

Reasoning Ability:

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Chameleon database software or become proficient within the probationary period (first six months from hire date). Basic knowledge, or become proficient with Microsoft Office and computer keyboarding skills (30 WPM), and data entry.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. They include, but are not limited to the following: able to lift or move up to 50 pounds; stand or sit for extended periods of time; reach to an arm's length. While performing the tasks listed elsewhere in this document, incumbent may be exposed zoonotic diseases.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the

essential functions. While performing the duties of this Job, the employee may be exposed to zoonotic disease, exposure to aggressive/feral animals and toxic or caustic chemicals, and possible hostile public. Must be available to work irregular hours, shifts, weekends, holidays and standby. The noise level in the work environment is usually moderate to loud.

We are an Equal Opportunity Employer and welcome a diverse pool of applicants.
EOE/M/F/D/V/SO