

# Peninsula Humane Society & SPCA

## Dispatcher

### Job Description

<b>Job Title:</b>	Dispatcher
<b>Division:</b>	Animal Rescue & Control
<b>Reports To:</b>	Animal Rescue & Control Manager
<b>FLSA Status:</b>	Non-Exempt, Union (Full Time)
<b>Salary:</b>	\$22.00 - \$24.00 per hour, depending on experience

*Excellent benefit package provided*

**Summary:** To operate the 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. ***Position must be performed on-site.***

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

Receive, screen, dispatch, transfer, and/or monitor service requests from the public and other agencies in the appropriate order and priority level.

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

Provide exemplary customer service to members of our community and local agencies requesting our assistance. This may include problem solving during high stress situations on the phone and via email.

Process, file, proofread, submit, and maintain documents, including but not limited to mail, Animal Bite Reports, statistical reports, Dangerous/Vicious Animal case files, Public Safety Reports, and citations.

Review and correct completed Animal Bite Reports and submitting all final reports to San Mateo County.

Maintain a current list of all San Mateo County Dangerous Animal Permits and enter annual renewals with 100% accuracy.

Assist management with compiling statistical data and completing reports.

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.

Occasionally may be required to interact with the public at the shelter. This may include assisting in the completion of Animal Bite Reports.

Quickly assess and screen potential requests for service regarding domestic or wild animals, rescue situations, and/or other complex situations where our department involvement may be necessary.

Provide assistance to other departments as assigned or as necessary.

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 in our care and in our community.

### **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.

Upon hire, must pass a background check.

Must have a flexible schedule, and the ability to work irregular hours, weekends, holidays and standby as needed.

Must be able to multitask at a high level and communicate effectively within a fast-paced work environment.

Individual must have a pleasant demeanor and be accustomed to working in a fast-paced and sometimes stressful environment.

### **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, 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:**

Knowledge of Chameleon database software or become proficient within the first six months from hire date. Basic knowledge or become proficient with Microsoft Office Suite (Word, Excel, Outlook), computer keyboarding (30WPM), and data entry skills.

**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 lbs.; stand or sit for extended periods of time; reach to an arm's length using hands and fingers. Specific vision abilities required by this job include close vision, distance vision, peripheral vision and depth perception.

**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. The noise level in the work environment is usually moderate to loud. Fast paced, and sometimes stressful environment.

EOE/M/F/D/V/SO