

ANIMAL CONTROL DISPATCHER

NATURE OF WORK

This is responsible work which includes dispatching calls and maintaining records pertaining to the activities of the Animal Control Division.

Work involves responsibility for dispatching calls; responding to telephone calls from the public; providing service to walk-in public; and inputting and maintaining data in electronic files. Employees are responsible for making decisions based on departmental policy and procedures. Supervision is received from an administrative superior.

EXAMPLES OF WORK PERFORMED

Dispatches calls to Animal Control Officers; provides information necessary to respond in an efficient manner; completes data entry for all animal-related calls using a computer aided dispatch (CAD) system.

Responds to telephone calls from the public, other agencies and other City departments regarding a variety of subjects pertaining to Animal Control; answers questions pertaining to animal control; dispatches calls for service and enters service call information into the computer.

Records all pertinent information regarding bite and attack reports; dispatches Animal Control Officer to investigate.

Issues licenses to walk-in public; verifies that rabies vaccination and all other pertinent information is current.

Assists the public with on-line services, pet licensing, permits and general animal care.

Processes mail-in license requests; verifies payments received with the amount due; follows up any problems with the application; matches license tags with corresponding receipts and prepares for mailing.

May provide staff support and minutes for monthly Animal Control Advisory Committee meeting.

Works with animal shelter staff to verify animal impounds and animal dispositions.

Maintains a record of all pet licenses sold and rabies vaccinations administered.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of modern office equipment, practices and procedures.

Some knowledge of animal licensing, rabies vaccinations, barking, sanitation and other related ordinances.

Some knowledge of data management and ability to accurately enter data.

Ability to maintain complex clerical records.

Ability to make sound judgments in accordance with Lincoln Municipal Code and departmental policies.

Ability to establish and maintain effective working relationships with co-workers and the general public.

Ability to work with community members tactfully and courteously.

Ability to operate a radio dispatch system in order to dispatch and receive calls from Animal Control Officers.

MINIMUM QUALIFICATIONS

Graduation from high school or equivalent plus one year of experience in an office setting; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

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