



Idaho Humane Society Job Description

## **Animal Care & Control Dispatcher**

The Idaho Humane Society is a community-supported open-door facility that provides shelter, medical care, adoption services, humane law enforcement services and much more to over 20,000 animals annually. Since its incorporation in 1945, the Idaho Humane Society has become one of the most recognized and beloved nonprofit organizations in the community.

Department:	Animal Control
Classification:	Regular, full-time, non-exempt
Job Relationships:	Supervised by Director of Animal Control Services
Salary:	Starting wage is \$17.00/hour, or varies depending on experience
Benefits:	Paid time off accrual, eight paid holidays, retirement plan, health insurance, dental insurance and supplemental insurance. All employees receive discounts on veterinary care and retail store pet supplies, as well as veterinary care credit and one free adoption annually.

### **Duties and Responsibilities**

#### **Dispatch/Client Service**

- Has a general knowledge, or is able to quickly learn, all City, County and State animal control related ordinances and laws.
- Advise citizens by explaining the laws and regulations relating to animal control, licensing, animal bites and vaccinations.
- Utilize tact, self-restraint judgement and strategy in dealing with a wide variety of people both friendly and hostile.
- Redeem animals back to owners, process adoptions, sell licenses and collect various fees and enter information into computer. Prepare correspondence, maintain records, prepare reports and perform a variety of other support functions.
- Represents IHS in a professional and courteous manner at all times.
- Dispatches pertinent calls to Animal Control Officers in the field.
- Ability to record and convey detailed information obtained during phone calls.
- Appropriately route calls to the appropriate person or department.
- Attends and participates in IHS training programs and meetings as assigned.
- Informs supervisor of any client concerns or other issues that may affect IHS Animal Care & Control.

- Other duties as assigned by management, including working at the front desk.

### **Record Keeping**

- Input complete and accurate information into the computer of all animal control calls that are to be dispatched to Animal Control Officers.
- Process records requests, send documents to court, and act as a liaison with District Attorney Office including tracking subpoenas.
- Enter citations issued by officers, assign file numbers and maintain citation files. Also maintain case files, entering them into the Pet Point data base.

### **Safety**

- Follows all safety guidelines to ensure a safe work environment
- Takes immediate action to address any safety concern or noncompliance of safety rules that could put an employee, volunteer, client, animal, or the organization at risk

### **Qualifications**

- Required:
  - Excellent customer service and listening skills
  - Ability to multi-task and take notes while listening to a caller
  - Strong research skills
  - Attention to detail a must
  - Excellent typing skills of at least 40 wpm
  - Able to quickly and efficiently utilize technology such as computers, multi-line phone system, fax, scanner, iPhone and radios
  - Must pass a background check and be deputized by Ada County Sheriff's office
  - Sincere interest in IHS mission and vision
- Desired:
  - Previous dispatch experience
  - Previous experience with Pet Point and/or Omnigo software.
- Education:
  - High School Diploma or equivalent

### **Working Conditions**

- Work shifts primarily spent indoors in air-conditioned/heated office, sitting, answering telephone calls, and using a computer
- Shifts are 10 hours, including at least one weekend day, with a working lunch. Some over time may apply.

## **Mental, Physical and Communications 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.

- Requires working alone or with minimal supervision. Must be self-motivated.
- Requires patience and tact when working with difficult, emotional or angry people.
- Requires speaking and writing effectively and clearly in a professional manner.
- Requires treating people and animals in a pleasant, courteous and professional manner.
- Ability to occasionally lift up to 50 pounds.

**This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an “at-will” relationship.**

*Idaho Humane Society is an Equal Opportunity Employer*