



**Animal Protection and Control Dispatcher (Loveland, CO Location)**

<b>Job Title:</b>	<b>APC Dispatcher</b>
<b>Department:</b>	<b>Animal Protection and Control (03)</b>
<b>Job Classification:</b>	<b>Full time; Hourly, Non-Exempt Position</b>
<b>Job Relationships:</b>	<b>Reports to Director of Animal Protection and Control (APC) and APC Sergeants</b>
<b>General Purpose:</b>	<b>Office oriented position responsible for answering and responding to citizens' calls for Animal Protection and Control assistance in a professional and courteous manner and assigning requests to Field Officers on-duty. Performs all clerical duties associated with dispatch duties. For this position: the post-training schedule is expected to be Sunday, Monday, Friday and Saturday subject to change due to business need.</b>

**Essential Duties and Responsibilities:**

- Responds to citizens' calls regarding animal rescue, public safety, the enforcement of animal ordinances and more; assigns and dispatches calls to Animal Protection and Control Officers, oversees Officers' location and monitors Officers' safety while in the field. Appropriately monitors and assigns follow-up calls to Officers. Keeps Sergeants informed of progress and potential conflicts or issues.
- Assists citizens with interpretation and understanding of animal ordinances, department procedures, and responsible animal ownership.
- Maintains accurate logs, reports and statistics of daily activity; maintains accurate filing and storing of various paperwork and data.
- Represents the Organization and contracted jurisdictions in a professional and courteous manner at all times and provides excellent customer service.
- Stays abreast of current industry trends, and changes in ordinances and procedures.
- Follows all safety protocols and processes.
- Assists field officers as needed. Completes impounds and kenneling of domestic animals and applicable wildlife.
- Maintains confidential information and confidentiality relating to the Department, Organization and clients.
- Becomes euthanasia certified and performs euthanasia of wildlife within six months of employment.
- Issues animal control summons and written warnings to citizens at the Shelter.
- Meets attendance and punctuality expectations.
- Models the Standards of Professional Conduct.

**Other Duties and Responsibilities:**

- Assists Director of Animal Protection and Control and Sergeants with administrative duties.
- Responds to requests for assistance from other jurisdictions and departments as assigned.
- Becomes vaccination certified and performs vaccinations as needed to support shelter operations.
- Attends meetings and trainings as assigned.
- Assists field officers and shelter staff as needed in cases of emergency or disasters within the shelter or in field assignments.
- Other duties as assigned.

## **Job Qualifications**

### **Education/Experience:**

Must be 18 years of age or older. Minimum of a high school diploma or GED. Effective verbal and written communication skills; Previous dispatch experience strongly preferred; Clerical, data entry and basic math experience. Customer service experience including relaying information to customers using a telephone or radio. Previous animal care, animal welfare and/or animal handling experience strongly desired. Experience reading and interpreting ordinances a plus. Experience prioritizing duties and multi-tasking within a busy work environment. Eligibility for commission as an Officer. For employees 21 years of age or older, Valid Colorado Driver's License and insurable driving record required. Must maintain personal vehicle insurance requirements. Employees under 21 years of age are restricted from driving a vehicle on behalf of the Organization due to insurance restrictions.

### **Knowledge/Skills/Abilities:**

Bilingual English/Spanish (speaking, reading, writing and understanding) is a plus and includes additional compensation. Ability to establish and maintain effective and professional working relationships with staff, community partners and citizens. Ability to assess situations and identify options. Ability to type 40wpm. Solid computer and office software skills required and knowledge of Chameleon software helpful. Skilled in multi-tasking and prioritizing job duties in a fast-paced work environment. Must be comfortable initiating public contact, relaying information and providing court room testimony. Knowledge of animal, species, breeds, behavior, and health is helpful. Ability to follow safety instructions. Must be able to type and use a radio headset simultaneously while in the office. Emotional intelligence, ethics and integrity skills required. Ability to remain calm and level headed in sometimes stressful and emotional work situations and provide professional and courteous customer service at all times. Ability and willingness to use sound judgement when dealing with confidential information. Sincere interest in the mission of the Organization. Ability and willingness to handle animals of all temperaments and in all conditions including injured, ill and deceased. Able to work a flexible schedule including evenings, weekends and holidays as required.

### **Work Environment/ Physical Requirements:**

Work is generally performed in a shared office environment and within in the Shelter. Much sitting, repetitive data entry, typing, writing, filing and answering telephones. Use of computers and computer screens for extended periods of time. Verbally listening and audibly speaking using a radio or phone for up to 10 hours or more a day. Work schedules are regularly 5x8-hour or 4x10-hour shifts (subject to change in accordance with business needs), including weekend and holiday shifts. Animal restraint and handling, lifting, bending, squatting and walking. Exposure to zoonotic diseases and aggressive animals. Exposure to high noise levels when in the kennels. Handles needles and syringes and performs euthanasia as required. Cleaning and use of cleaning products. Lifting and carry of animals and items weighing up to 50 pounds without assistance and more with assistance. Ability to be rabies vaccinated and be titer tested. Exposure to people of all temperaments.

***NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. NOCO Humane conducts background checks, DMV checks and requires drug testing of all employment candidates.***

**We are an Equal Opportunity Employer. Benefits for full-time employees include options for medical and life, dental, vision and supplemental accident insurance; STD/LTD insurance; a matching 403b plan; paid time off (PTO) accrual; 9 paid holidays and more. Benefits for part-time employees include paid time off (PTO); a matching 403b plan and more.**