

Marion County Board of County Commissioners

POSITION DESCRIPTION



To be successful in this position, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

DEPARTMENT DISPATCHER

Department: Animal Services
Pay Grade: 105
FLSA Status: Non-Exempt
Job Class: 6030
Risk Code: 8810

JOB SUMMARY

This is a skilled and technical position responsible for answering, assessing and dispatching incoming emergency and non-emergency calls for service; requires quick thinking and the ability to remain calm and professional while working with high-stress situations and emotionally charged citizens. Serves as a vital link between the public and Animal Control Operations while providing education and exhibiting excellent customer service.

ESSENTIAL JOB FUNCTIONS

- Communicates directly and professionally with citizens and other county employees to receive calls for service relating to animal-related concerns in all jurisdictions of Marion County.
- Obtains necessary information for all calls for service to prioritize and dispatch in a timely manner to Animal Control Officers with efficiency and proximity in mind.
- Effectively operates a county computer while using county-wide and department specific software.
- Communicates effectively, coherently and professionally over two-way radio channels while initiating and responding to radio communications.
- Remains alert and attentive for radio traffic concerning officer safety and takes proper action to ensure appropriate response.
- Maintains complete and current status of all on-duty Animal Control Operations staff indicating their locations and activities.
- Maintains logs and related documentation regarding Animal Control activities.
- Maintains appropriate communications with other departments and agencies where Animal Control activities require efficient coordination of multiple resources.
- Performs a considerable amount of accurate data entry. Responsible for receiving, relaying and documenting calls for service details and activities in Chameleon and directly to appropriate staff.
- Receives and inputs data ~~cases~~ from The Florida Department of Health relating to animal bites and rabies exposure.

- Scans necessary documentation into appropriate software.
- Receives and inputs data for calls for service from Citizen's Solution and shared email boxes.
- Assists Animal Services' staff, citizens, and other county employees with research related to past or current Animal Control cases, property ownership, past or current violations for civil infraction violations and animal ownership through Chameleon software, county-wide software or the internet.
- Provides public education to individuals or groups; attends events as a representative of MCAS.
- Attends trainings, conferences, events, seminars, meetings, hearings, and other continuing education opportunities.
- May be required to operate a county vehicle; maintains cleanliness, checks tire inflation and fluid levels, and requests services and/or repairs as needed.
- May be required to safely operate trucks and trailers to transport animals, supplies, and equipment for events, transfer, agency assistance, and disaster response.
- May perform duties of animal services representative or animal control support specialist.
- May perform shelter duties as assigned.
- Required to work well both independently and as a part of a team.
- Required to report to work as scheduled, and to work the entire assigned schedule.
- Required to report to work to provide support, coordination, and completion of duties as detailed by the Florida Division of Emergency Management ESF17 in the event of a disaster, severe weather threat, or other declared emergency; including but not limited to disaster response at the shelter, Emergency Operations Center (EOC) or pet-friendly shelter locations around the County.
- Provides exceptional customer service to members of the general public, volunteers, fosters, partners and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person, online, written or by phone contact.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

SUPERVISION

This position has no supervisory responsibilities.

QUALIFICATIONS

Education and Experience:

High school diploma or equivalent; and one (1) year experience in dispatching, administrative work, law enforcement, social work, animal control or animal welfare preferred; or an equivalent combination of education and experience.

Licenses or Certifications:

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to read, analyze and interpret routine reports, instructions, correspondence, and legal documents.
- Ability to write and type routine reports and correspondence with accurate grammar, punctuation, and spelling.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to effectively communicate with the members of the general public, and other county employees.
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rates, ratios, and percent.
- Ability to prioritize calls for service based on information obtained in accordance with policies and procedures.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to exercise some judgment in selection of procedures, methods, or tools, equipment to own work to accomplish tasks.
- Proficiency in typing and operation of standard computer programs such as Microsoft Word, Microsoft PowerPoint, Microsoft Outlook, Microsoft Excel, GIS mapping, GPS and Chameleon.
- Strong ability to multi-task in a fast-paced environment.
- Ability to maintain a high level of situational awareness.
- Ability to interpret a variety of instructions in written, oral, diagram, or schedule form.
- Knowledge of shelter policies, procedures, and operations.
- Knowledge of Emergency Management policies and procedures pertaining to animals.
- Knowledge of Marion County roads, subdivisions, and geography.
- Knowledge of humane capture, restraint and handling techniques.
- Knowledge of Marion County Animal Control and Enforcement Ordinance, Florida State Laws relating to animals, rules of criminal/civil procedures, and Animal Services' policies.
- Knowledge of communicable zoonotic disease symptoms.
- Ability to identify animals by breed, breed traits, assess behavior, and recognize common health conditions and symptoms of disease.
- Ability to perform research and analyze statistics and other related data.
- Ability to read and interpret codes, ordinances, policies, procedures, rules and regulations.
- Ability to remain calm in stressful situations and emergency situations involving people and animals.
- Skilled in conflict resolution.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes participation in building a constructive team spirit where team members are committed to the goals and objectives of the team.

PHYSICAL DEMANDS

The work is sedentary which requires exerting up to 20 pounds of force occasionally and/or 10 pounds of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. While performing the duties of this job, the employee will regularly be required to stand, walk, and sit; will frequently be required to use hands to finger, handle, or feel, reach with hands and arms, and talk or hear; will constantly be required to type on standard keyboards and view multiple computer/tv monitors.

WORK ENVIRONMENT

Work is performed primarily in an indoor environment with background noise from radios, telephones and other equipment. There will be limited exposure to adverse environmental conditions.

Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date

E.O.E. Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.