

JOB/POSITION TITLE: **Dispatch Operator**

STATUS: Non-Exempt

PRIMARY PURPOSE: To provide high-quality dispatching of Field Services officers to respond to a wide variety of calls for service from rescues and emergencies to animal pick-ups and complaints. To assist clients in a professional and courteous manner and provide accurate information to general public inquiries.

Reports To: Director of Field Operations and Response

Supervises: Volunteers

ESSENTIAL DUTIES/FUNCTIONS:

- **Field Services Calls.** Receives emergency and non-emergency calls for service, prioritizes calls and dispatches appropriate officers for follow up. Relays pertinent information in a factual and concise manner. Logs service calls in to the database accurately. Uses good judgment in making decisions for both emergency and routine situations.
- **General Inquiry Calls.** Responsible for handling general calls from the public. Must be knowledgeable at all times of Humane Society activities, processes and protocols, and direct calls as necessary. Treats callers in a friendly, empathetic and professional manner. Follows up on public requests in a timely manner including returning phone calls.
- **Correspondence.** Assists with timely issuance of correspondence to the public including but not limited to field services letters and lost & found concerns. Reporting. Produces and maintains accurate statistics and reports according to deadlines. Reports statistical trends as needed.
- **Lost & Found Support.** Assists public with lost and found animals and makes efforts for reunions. Posts and updates the shelter database. Updates and files microchip forms and information.

OTHER DUTIES/FUNCTIONS:

- **Organizational Improvements.** Regularly participates in meetings with other members of the field services department and shares ideas and suggestions for department and organization improvements.
- **Other Duties as Assigned.** May include organization-wide support as needed such as but not limited to participation in events, serving as spokesperson, fundraising and Society's role as a first responder to disasters.

JOB CONDITIONS:

- Work Environment: Indoors in an air-conditioned office.
- Equipment Use: Computer and MS Office programs, telephone system, radio dispatch system for up to 8 hours per day.
- Hours: Based on operational requirements. Full-time must be available 40 hours a week with overtime as needed any 7 days of the week, weekends and holidays.

MENTAL, PHYSICAL AND COMMUNICATION DEMANDS:

- Must have passion and concern for both animals and people.
- Must agree with and be committed to Society goals, objectives, and programs.
- Requires handling people and animals in a pleasant, courteous, and professional manner.
- Requires patience and tact when working with difficult, emotionally upset, and/or angry people.
- Requires working alone with minimal supervision.
- Must be self-motivated and able to work independently with proven communication, collaboration and customer service.
- Must be able to multi-task with computer, phone and radio system.
- Must be able to maintain professionalism, composure and compassion in emotionally charged situations and able to manage high-volume and broad spectrum of animal-related calls.
- Must be able to lift and carry small objects up to 30 pounds.
- Must be able to sit at desk and view computer screen for up to 8 hours per day with breaks.

QUALIFICATION REQUIREMENTS:

- Skills/Knowledge: Must be able to determine priorities and handle high-pressure situations; communicate clearly and concisely and relay details accurately; handle high volume telephone traffic. Must be skilled in typing with high accuracy.
- Education/Training: High school diploma or equivalent required.
- Experience: One year of computer, clerical and phone experience required.

The above information on this job description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.