

**CITY OF FORT WAYNE JOB POSTING**

**Applicants and Employees must meet duties/essential functions and minimum requirements.**

Job Vacancy:	<b>Dispatcher</b>	Department:	Animal Care & Control
Requisition Number:	2024109		
Hours:	40 hours per week; Hours vary depending on shift assignment	Rate of Pay:	\$25.8355 per hour
Date Posted Up:	1/25/2024	Date Posted Down:	Until Filled
Time Up:	10:00 a.m.	Time Down:	

**SUMMARY**

Answer and investigate all incoming citizen’s complaints and issues, over the phone and in person, in a timely, professional, and proficient manner. Investigate and dispatch calls to officers with the urgency and need that each unique call warrants. Operate computer terminals with confidential law enforcement and agency databases. Maintain a professional and even demeanor when working with a diverse public in varying degrees of emotional states, adapt quickly to differing situations and emotions and be able to empathize with citizen’s needs and concerns. Investigate and verify that city ordinances have been adhered to. Issue necessary enforcement actions to citizens and prepare required legal documents for court, when non-compliance has been determined. Distinguish and verify legal hold periods and animal ownership. Perform the intake and redemption of numerous types of animals with varying degrees of behavioral socialization. Effectively read and interpret animal signals and behaviors to ensure safety of animals, employees, and the public in the office lobby. Evaluate animal conditions and gather information to disseminate to officers or supervisors on possible animal neglect, abuse or cruelty. Inspect necessary documentation and ensure compliance on new and renewal of required animal, animal events and business permits as required by city ordinance. Research all incoming bite reports. Ensure appropriate level of response and communication with local and Indiana State Board of Health. Possess knowledge of city ordinances, local and state laws. Work under the direct supervision of the Animal Care & Control Supervisor - Office. The incumbent is expected to exercise good judgment, independence, initiative, and professional expertise in conducting day-to-day operations. All work duties and activities must be performed in accordance with the City safety rules and operating regulations, policies and procedures as well as federal, state, and local regulations.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the ability to interact with the public, City incumbents, and outside agencies with patience, tact, respect, and professionalism and the following. Other duties may be assigned.

**Information & Communication**

- Dispatches animal control officers using police dispatch equipment, police codes and confidential law enforcement database (Spillman). Investigates and prioritizes all incoming calls based on facts presented for each individual situation. Serves as initial investigator for all high priority urgent calls and coordinate law enforcement responses as appropriate. Determines and dispatches high priority public safety calls that have a human and or animal in immediate danger. Contacts Fort Wayne Police Department for response when public safety issues warrant and/or officer safety are a concern. Performs background investigations on animal, owner, and address involved in complaint in the confidential agency animal database, mapping software, confidential law enforcement database (Spillman) and court database to provide to officers in the field. Handles a variety of investigative information that is sensitive in nature and requires a high level of confidentiality. Determine other

agencies that are required at the scene and make appropriate contacts. Maintains a detailed log of radio calls, computer messages and inquires received and transmitted;

- Works independently without direct supervisory control and work in a confidential capacity due to information handled during work processes. Works with a diversified public. Makes decisions in disseminating confidential information to the public. Work with confidential records in the confidential law enforcement database (Spillman) and agency database;
- Provides professional customer service in person and on the phone, to a diverse general public, governmental agencies, private enterprise, consultants, professionals and others doing business or making inquiries with Animal Care and Control. Deescalates hostile situations and determines when other agency assistance is warranted in order to ensure the wellbeing and safety of the animals, officers and public. Coordinates, corresponds, and contacts partnering agencies such as local Police Department, Fire Department, Board of Health, County Animal Control, Neighborhood Code, Adult Protective Services and Child Protective Services as needed or requested;
- Testifies in court as needed. Reviews all void of compliance and to pay citations and investigate whether citizens are in compliance with citations. Prepares and processes final notices for citizens who are not in compliance. Prepares and processes court summons for all individuals who have not complied by the deadline outlined on the final notice. Documents compliance, non-compliance, all correspondence with citizen, and steps taken to eliminate the citizen having to appear in court. Maintains strict documentation of all conversations and interactions with citizens regarding citations;
- Provides citizens with the requested public record request forms. Prints all requested information, review and retract protected information and forward to supervisor for final approval;

### **Document Management/Analysis**

- Determines the necessary documentation, paperwork, information and signatures needed for all intakes and redemptions based on the owners / animals unique situation. Ensures that all required paperwork and signatures are received and completed accurately;
- Receives, compiles, and investigates all incoming bite reports from area hospitals, emergency medical facilities, veterinarians, victims, dog owners, and the Board of Health. Determines and dispatches officers when the bite is off property, occurred to a juvenile or based on severity of an on property bite. Prepares and documents all information related to the bite. Identifies high risk biting animals needing to be shipped to the Indiana State Board of Health for rabies testing. Notifies owners of quarantine instructions, rabies test results, and any other additional information needed pertaining to the bite. Forwards bite paperwork to local Board of Health or to the appropriate jurisdiction for bites occurring outside the city limits;
- Prepares chain of command forms for pet registration tags delivered to area veterinarians. Schedules and dispatches officers to local veterinarians to deliver pet registrations and collect pet registrations forms and money for all tags sold. Processes and enters all pet registrations including animal and owner information, receipt all money received, reconcile pet registrations delivered with detailed claim form and receipts. Completes year end reports on tag sales for each individual veterinarian and reconcile all tags delivered, sold, and returned;
- Compiles and enters statistics on a monthly, quarterly, and annual basis. Processes and corrects errors reports to clean data prior to quarterly and annual statistic reports being printed and entered. Statistics collected are used in monthly commission meetings, year- end reports, budget process, and other meeting as needed;
- Receives, reviews, and maintains all reports and records of all employee injuries and accidents occurring at the shelter or to employees off premises but on-duty;

### **Operations**

- Processes animals into the shelter maintaining a high level of accuracy and attention to detail into the shelter software. Information includes but is not limited to: document animals breed, age, sex, color, etc. along with the contact information for the owner / finder in confidential agency animal database; ensure that the unique shelter identification follows the animal; photographs all incoming animals;

locates and traces microchips and any other form of ID on the animal; determines the appropriate legal holding period based and attempt to contact owner; documents all interactions and conversations with citizens, microchip companies, veterinary offices detailing specific conversations, instructions and/or fees; scans all required documents into confidential agency animal database. Compiles and investigates reasons for animals being turned in or surrendered to determine if enforcement or additional investigative steps need to be taken. Alerts supervisors when the condition of an animal indicates possible neglect or cruelty of the animal. Processes reports daily to identify all animals received at the shelter with identification or information on possible owners. Investigate all information received to determine and track down possible owners. Contacts and mails notification to possible owners to maintain a legal release of the animal or notify the end of legal holding periods and possible results of failure to claim;

- Assesses animal signals and behavior to determine necessary steps that need to be taken to ensure that all animals and citizens in the lobby are safe. Removes or relocates aggressive / dangerous animals from the lobby expeditiously. Documents behavior to ensure the safety of the animal and employee throughout the animals stay at the shelter;
- Investigates animals being returned to owners. Determines the required paperwork needed and receive the necessary signatures on each document. Ensures that the owners are in compliance with City Ordinances. Issues citations to owners that are in non-compliance which include but are not limited to: pet registration, rabies vaccination, grooming, vet care, numbers limits, microchip, mandatory spay neuter, minor breeder, etc. Issues and explains To Pay and Court Summons left by officers which include but are not limited to: Tethering, Cruelty / Neglect, Public Nuisance, Mandatory Spay Neuter, Dangerous Animal, Habitual Offender, etc. Determine, prepare and receive the required signatures on all paperwork;
- Collects information for citizens requesting city permits. Investigates event paperwork to ensure the appropriate permit has been requested and all required information is included. Dispatches an officer to inspect permit location and prepare the paperwork the officer needs to perform the inspection. Prepare and mail invoice once approval has been granted. Create permit folder and file accordingly. Prepares permit reminders and invoices for current permit holders. Receipts and prepares paperwork upon receipt of payment. Permits include but are not limited to: special animal event permits, breeder permits, pet shop permits, groomer permits, omnibus permits, concession permits, exhibitors permit, horse rental permits, circus permits, and kennel/cattery permits;
- Receives requests for trap rentals and gather necessary information to approve and complete trap rental. Prepares rental trap agreements, collect rental fees and deposit, issue receipts and educate on how to properly use the trap. Documents trap rental in appropriate databases and spreadsheets.
- Perform a variety of AR/AP functions including daily balancing of money, books, and receipts; collecting and documenting various fees;
- Types accurately at a rate of 45 words per minutes;
- Opens, sorts, and distributes incoming mail to supervisors and co-workers;
- Utilizes various software programs including confidential agency animal database, Lagan, Limsnet, MyCase, confidential law enforcement database (Spillman). Must be proficient in Microsoft Office, including Outlook, Word and Excel and maintain a strict level of confidentiality of information accessed. Review and process all emails received from staff, vendors, veterinarian's offices and public through the office help email;
- Cross-trains with other office staff to ensure an uninterrupted workflow;
- Maintains equipment and work areas in a clean and orderly condition. Receives and organizes donations received from citizens. Document and provide tax paperwork as requested;
- Performs all duties in accordance with City and Animal Care and Control and other duties as needed and requested. Performs duties of Animal Care Specialist, Maintenance, Adoption Counselor and/or Animal Control Officer as needed or required.

## **OTHER SKILLS and/or ABILITIES**

- Ability to establish and maintain effective working relationships with other departmental staff and general public;
- Ability to understand and interpret City Ordinances and State Laws as they relate to animals;
- Ability to read a Fort Wayne City Map and be familiar with Fort Wayne City streets;
- Ability to receive and process work requests from other government agencies including communications;
- Must possess advanced clerical and computer skills requiring the use of independent judgment;
- Must be well-organized and have the ability to work efficiently in a multiple priority work setting;
- Must maintain a neat, clean, business-casual appearance;
- Ability to apply the rules and regulations of the department that are relevant to the assigned tasks.
- Ability to attend, complete, and pass all sections of the required on-site New Employee Staff Wide Training Program.
- Ability to attend, complete and pass all required training.
- Ability to multi-task numerous calls, dispatches, customers simultaneously along with ensuring accurate information and data entry.

### **PERFORMANCE EXPECTATIONS**

The incumbent is responsible to manage their performance in accordance with this job description and the performance expectations provided to them by management. If at any time the incumbent is unsure of their role or specific responsibilities, it is the incumbent's responsibility to refer to their job description and ask for clarification from their supervisor. Management will work with the incumbent, as needed, to ensure performance expectations are clearly communicated and performance goals are achieved.

### **SUPERVISORY RESPONSIBILITIES**

This position has no supervisory responsibilities.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

- Associate's degree in Criminal Justice, Public Affairs, Animal Science, Finance, English, Psychology or related field or 2 years of experience as a 911 Dispatcher or equivalent.
- One-year experience in a multi-tasking recordkeeping environment.

### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, procedure manuals, City Ordinances, and State Laws. Ability to write detailed reports and correspondence in various databases. Ability to speak effectively to customers, employees of the organization, vendors and numerous government agencies.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

- Spillman certification must be obtained within the first six (6) months of employment;
- Maintain a valid Indiana Driver's License;
- Obtain and maintain current Tetanus vaccinations within 1 year of employment.

## **PHYSICAL 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.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to stand, walk, and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include ability to adjust focus for computer use and document reading.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles on the rare occasions that the clerk may enter an animal ward. The noise level in the work environment is usually moderate.

Applications may be submitted on-line at [www.cityoffortwayne.org](http://www.cityoffortwayne.org) or using the City of Fort Wayne Human Resources Department computer kiosks located at Citizen's Square, 1<sup>st</sup> Floor, 200 E. Berry Street, Fort Wayne IN between the hours of 8:00 a.m. – 4:00 p.m. Applicants must be 18 years of age or older. Applicants must be 21 years of age or older to hold a CDL with the City of Fort Wayne. Reasonable accommodations for person with a known disabling condition will be considered in accordance with State and Federal Law.

(Those individuals who accept employment with the City and live outside one of the six contiguous Indiana counties that border Allen County (DeKalb, Whitley, Noble, Huntington, Wells, and Adams) will have six (6) months from their start date to become residents of either Allen County or one of the six counties listed above. Policy and Procedure Number 204 Page: 1 of 1)

## **Equal Opportunity Employer**

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.