

CITY OF FORT WAYNE JOB POSTING

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

Job Vacancy:	Dispatcher - Assistant	Department:	Animal Care & Control
Requisition Number:	2022202		
Hours:	28 hours per week	Rate of Pay:	\$14.65 - \$17.00 per hour
Date Posted Up:	6/10/2022	Date Posted Down:	Until Filled
Time Up:	9:00 a.m.	Time Down:	

SUMMARY

Answer and investigate incoming citizen’s complaints and issues, over the phone and in person, in a timely, professional, and proficient manner. Investigate calls to officers with the urgency and need that each unique call warrants. 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. Operate computer terminals with confidential agency databases. Perform the intake and redemption of numerous types of animals with varying degrees of behavioral socialization while still maintaining accurate data entry of information. Effectively read and interpret animal signals and behaviors to ensure safety of animals, employees, and the public in the office lobby. Investigate and verify that city ordinances have been adhered to and issue necessary enforcement for non-compliance. Distinguish and verify legal hold periods and animal ownership. Evaluate animal conditions and gather information to disseminate to officers or supervisors on possible animal neglect, abuse, or cruelty. Perform various data entry, statistical, and accounting functions with high attention to detail and accuracy. Possess knowledge of city ordinances, local, and state laws. Work under the direct supervision of the Office Supervisor. 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.

- Process animals into the shelter while maintaining a high level of accuracy and attention to detail using shelter software. Information includes but is not limited to: document animal breed, age, sex, color, etc. along with the contact information for the owner / finder in confidential agency animal database; ensure the unique shelter identification follows the animal; photograph all incoming animals; locate and trace microchips and any other form of ID on the animal; determine the appropriate legal holding period and attempt to contact owner; document all interactions and conversations with citizens, microchip companies, veterinary offices, etc. while detailing specific conversations, instructions and/or fees; scan all required documents into confidential agency animal database.
- Compile and investigate reasons for animals being turned in or surrendered to determine if resources are available to keep the animal in the home or if enforcement or additional investigative steps need to be taken. Alert supervisors when the condition of an animal indicates possible neglect or cruelty of the animal. Process 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. Contact and mail 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.
- Determine the necessary documentation, paperwork, information, and signatures needed for all intakes and redemptions based on the owner’s / animal’s unique situation. Ensure all required paperwork and signatures are received and completed accurately.

- Speak with citizens on current animal issues/behaviors on pet(s) in the home. Research and provide resources to citizens to help increase pet retention. Work as a liaison between other area rescues, shelters, trainers, etc. to help place and keep animals in the home. Schedule appointments, as needed, for the owner to come into the shelter to discuss animal / behavior issues. Schedule appointments, as needed, to surrender the animal when all avenues to correct the issues have been exhausted, and collect all information about the animal, behaviors and issues to pass on to the appropriate staff at evaluation.
- Assess 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. Remove or relocate aggressive / dangerous animals from the lobby expeditiously. Document behavior to ensure the safety of the animal and employee throughout the animals stay at the shelter.
- Provide 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. Deescalate hostile situations and determine when other agency assistance is warranted in order to ensure the wellbeing and safety of the animals, officers, and public.
- Investigate animals being returned to owners. Determine the required paperwork needed and receive the necessary signatures on each document. Ensure that the owners are in compliance with City Ordinances. Issue 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. Issue and explain 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.
- Process, scan, and enter pet registrations, rabies information, microchip, and other vet records.
- Provide citizens with the requested public record request forms. Print all requested information, review and retract protected information, and forward to supervisor for final approval.
- Receive requests for trap rentals and gather necessary information to approve and complete trap rental. Prepare rental trap agreements, collect rental fees and deposit, issue receipts, and educate on how to properly use the trap. Document trap rental in appropriate databases and spreadsheets.
- Testify in court as needed. Document compliance, non-compliance, all correspondence with citizen, and steps taken to eliminate the citizen having to appear in court. Maintain strict documentation of all conversations and interactions with citizens regarding citations.
- Document monetary and non-monetary donations received from citizens.
- Open, sort, and distribute incoming mail to supervisors and co-workers.
- Utilize various software programs including confidential agency animal database and My Case. 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-train with other office staff to ensure an uninterrupted workflow.
- Maintain equipment and work areas in a clean and orderly condition. Receive and organize donations received from citizens. Document and provide tax paperwork as requested.
- Perform all duties in accordance with City and Animal Care and Control and other duties as needed and requested.
- Maintain a valid Driver's License if a City vehicle is used.

MARGINAL RESPONSIBILITIES

Any and all other duties and assignments as required.

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 job 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 / EXPERIENCE

- At least one year post high school education with at least one-year experience working in a data entry or customer service related field;
- Communication skills conducive to maintaining optimum working relationships and serving as a departmental representative;
- Ability to cross train to other office positions in order to assist in heavy customer volume periods;
- Basic clerical and computer word processing skills;
- Ability to type accurately at 35 words per minute.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Will be reading and interpreting legal documents.

MATHEMATICAL SKILLS

Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Maintain a valid Indiana Driver's License.

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 talk or hear. The employee frequently is required to stand; walk; sit; and use hands to finger, handle, or feel. The employee is occasionally required to reach with hands and arms; stoop, kneel, crouch, or crawl; and taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

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.

Does not need animal handling experience but will do some transports of socialized adoptable animals. Should not be afraid to handle animals in a very limited fashion.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions and outside weather conditions. The noise level in the work environment is usually moderate. Entering the building's kennels will raise the noise level.

Applications may be submitted on-line at www.cityoffortwayne.org or using the City of Fort Wayne Human Resources Department computer kiosks located at Citizen's Square, 1st 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.