



CLASS SPECIFICATION

Class Title: Dispatcher/Office Specialist II

Department: Animal Care and Control

Class Code: 135

Eff. Date: 5/1/85

Grade: 14

Revised: 12/8/2017

GENERAL PURPOSE

Under general supervision of the Animal Care and Control Director, performs working level duties involving the use of radio equipment to dispatch County Animal Control Officers, and also performs routine clerical work.

EXAMPLE OF DUTIES (Any one position does not include all of the duties listed; nor do the listed examples include all duties which may be found in positions of this class.)

Receives and logs complaints from the public regarding animals; broadcasts complaint information to animal control officer patrol units in the vicinity to investigate complaints.

Performs routine clerical work including file searching, filing documents, sorting and distributing mail, answering telephone, relaying messages and receiving and distributing supplies.

Fills in data on impound and license forms; receives fees; posts data to various records; collates and assembles materials according to established methods and procedures; reviews reports and forms for accuracy and completeness.

Performs receptionist duties and provides information of general nature or refers inquires to appropriate staff member.

Operates computer terminal, multiple-line telephone system, typewriter, adding machine and other similar types of equipment.

Ensures reception area and break room are clean and orderly.

Operates a motor vehicle in a safe manner and in compliance with all Utah laws and regulations.

Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

High school graduation and two (2) years of related experience; or an acceptable combination of education and experience.

2. Special Qualifications:

Employees driving a personal or a County vehicle for job related travel must possess a valid driver license and must operate a motor vehicle in a safe manner; new employees with an out-of-state license must obtain a valid Utah Driver License within sixty (60) days of hire date (exceptions for military personnel and their dependents).

Employees driving a personal vehicle while on county business must maintain the minimum vehicle liability insurance as specified in the Utah Code.

3. Necessary Knowledge, Skills and Abilities:

Working knowledge of: the operation of a dual radio and multiple-line telephone system; department practices, policies and procedures; the rules and regulations of the Federal Communications Commission; standard office computer operations and software applications including word processing and data entry.

Skill in using a keyboard; skill in using applicable computer hardware and software

This position may require the driving of a motor vehicle; skill in operating a motor vehicle in a safe manner; ability to insure motor vehicle is operating in a safe manner; knowledge of Utah motor vehicle rules and regulations.

Ability to: occasionally work under stressful conditions; proofread and correct documents and forms; efficiently operate computer hardware and software, and other standard office equipment; operate dual radio and multi-line telephone system; correctly use grammar, spelling and punctuation; communicate effectively (verbally and in writing); understand and follow written and oral instructions; establish and maintain effective working relationships with citizens, supervisors, co-workers, and the general public.