

**INGHAM COUNTY
JOB DESCRIPTION**

REDEMPTION CLERK/DISPATCHER - ANIMAL CONTROL

General Summary:

Under the supervision of the Animal Control Deputy Director, the incumbent will be assigned the duties of either a Redemption Clerk or a Dispatcher in the Animal Control Department.

Dispatcher - Animal Control:

Receives, prioritizes, transfers, and dispatches to the appropriate personnel animal control calls regarding complaints, bites and general information requests. Maintains logs and files of all complaints. Performs data entry and query of licensed information on computers, and assists office staff in writing dog licenses during peak licensing periods.

Redemption Clerk - Animal Control :

Regularly responds to public telephone calls and visitors of the Animal Control Department. Redeems animals back to their owners, signs in and adopts out animals, sells licenses and collects various fees, and enters information on departmental activities to the computer. Prepares correspondence, maintains records and prepares reports, and performs a variety of other support functions.

Essential Functions - Dispatcher:

1. Responds to public inquiries and explains departmental policies and the laws and ordinances related to animal control. Refers calls to other agencies such as the Department of Natural Resources, Critter Alley, Capital Area Humane Society, and other agencies or department staff as appropriate.
2. Responds to animal related complaints and collects necessary information on validity of complaint, location, nature of incident and status and assigns the complaint to the animal control officer working in the service district of the complaint.
3. Communicates with officers via two-way radio. Relays complaint information to officers, providing the necessary information including nature and location of complaint, owner or licensing information, and any history of complaint, and logs the movement of all officers and maintains continual awareness of their location. Contacts Sheriff's Department to acquire LEIN information and relays to animal control officer. Tracks the location of each officer on the road.
4. Relays messages from animal control officers to police and other agencies, including notifying police agencies of accidents, contacting veterinarians to treat injured animals

picked up by animal control officers, or contacting other animal control officers or police officers for back-up assistance.

5. Documents complaints on complaint cards and enters complaints to computer, includes entering nature of complaint, time complaint was taken, name of dispatcher receiving call, time of dispatch, arrival and departure times of officers, names of officers dispatched, names, addresses, and telephone numbers of complainant and owner, and final disposition.
6. Performs data entry to the computer and query of dog bites, licensing, and microchip information. Uses the computer to create new forms and documents for office, officer and dispatcher use.
7. Gathers information at officers' request using maps, books, computer programs, or through police agencies.
8. Maintains reference listing of livestock owners and listing of public holding strays, and maintains records on trap rentals.
7. Gathers information at officers' request using maps, books, computer programs, or through police agencies.
8. Maintains reference listing of livestock owners and listing of public holding strays, and maintains records on trap rentals.
9. Maintains log and follows-up on incomplete bite reports and quarantine check backs. Completes log of calls that turn over to the next day's shift.
10. Generates monthly computer reports on dispatch statistics.
11. Performs functions of Redemption Clerks during staffing shortages or in writing dog licenses during peak licensing periods.

Other Functions

12. None listed.

Essential Functions, Redemption Clerk

1. Responds to public inquiries and complaints, in person and by telephone, and explains departmental policies and the laws and ordinances related to animal control. Documents complaints and forwards them to appropriate staff. Refers calls to other agencies as appropriate.
2. Logs, distributes, signs out, and files complaints. Initiates paperwork on animals brought to the department and maintains registers of animals housed at the shelter.

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3. Responds to the public at the counter for redeeming, adopting, or licensing pets, turning in pets or strays, signing people in to view the animals in the shelter, and responding to inquiries.
4. Answers multi-line telephone for lost and found, pet licensing, and general inquiries.
5. Explains adoption process and prepares necessary records for adoption.
6. Maintains the lost-and-found register, and records the daily inventory of all animals in the shelter.
7. Receipts payments for adoptions, claims of animals, licensing fees and other transactions, and maintains records of transactions.
8. Maintains records of departmental activity including animals coming into the shelter, redemptions, adoptions, and other dispositions of animals, complaints by category, and other activities and prepares summary reports.
9. Organizes and maintains office files and enters and maintains information in the computer. Inputs and maintains dog bite reports, disposition of animals and other activities to the computer and operates computer terminal to look up information.
10. Calculates the monthly report for all revenue coming into the shelter. Calculates and records number of complaints received monthly, type of complaints, and action taken on each complaint. Calculates number of animals that come into the shelter on a monthly basis, and the monthly disposition of animals.
11. Sells dog licenses and inputs dog license information to the computer.
12. Enters all citations issued by officers, assigns file numbers, and maintains citations file and officers' daily call sheet files.
13. Maintains the AVID microchip program, includes entering and maintaining data to computer and operating computer terminal to look-up information.
14. Handles animals coming into or leaving the shelter in the absence of other staff.
15. Contacts field staff through Central Dispatch in the event of an emergency.
16. Performs functions of Dispatchers as necessary.

Other Functions

17. None listed.

The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

Employment Qualifications

Education: High school graduation or equivalent, prefer some advanced coursework in accounting/bookkeeping and data processing.

Experience: Six months experience in a secretarial/office support capacity including dealing with the public, bookkeeping, and computer operations. Prefer some experience working with animals.

Other Requirements:

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

Physical Requirements *[This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements]:*

Ability to access various files.

Ability to operate copying machine and other office equipment.

Ability to enter and access information to the computer.

Working Conditions:

Works in office conditions and the animal shelter.

Regular exposure to odors of animals.

Exposed to noise of the impounded animals.

Exposure to disease communicated by animals.

Exposure to the risk of being bitten by animals.

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Exposure to animal feces and urine.
Exposure to fumes from cleaning products.
Exposure to parasites [fleas, ticks, mites].

