

**Franklin County Board of Commissioners
Classification Specification & Job Description**

<u>CLASSIFICATION TITLE:</u> Radio Dispatcher	<u>CLASS NUMBER:</u> 10007	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Department of Animal Care & Control	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> 120
<u>BARGAINING UNIT:</u> AFSCME	<u>PAY GRADE:</u> A3	<u>POSITION CONTROL #:</u> Varies
<u>POSITION LOCATION:</u> 4340 Tamarack Blvd., Columbus, Ohio 43224	<u>TYPICAL WORK SCHEDULE:</u> Shifts vary (6:00 AM to 2:00 PM or 2:00 PM to 10:00 PM)	<u>SUPERVISOR (PCN):</u> Field Supervisor (072000)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

CLASSIFICATION PURPOSE:

The primary purpose of the Radio Dispatcher classification is to receive calls from the general public requesting animal control services and to dispatch or refer service requests as appropriate in accordance with established procedures.

JOB DUTIES:

Receive and transmit calls from the general public requesting animal services. Determine the nature and priority of service requests and decide most appropriate action in accordance with established procedures. Dispatch service requests to deputy dog wardens via two-way radio. Refer service requests to outside agencies, as appropriate. Locate information using the computer system to support deputy dog wardens in the field to respond to related inquiries from the general public.

Record service requests and count daily totals. Keep record of time and duration of breaks for the deputy dog wardens. Maintain trap log and prepare reports. Maintain daily, weekly, and monthly records of dispatch activities. Conduct GPS and radio checks with deputies at the beginning of 1st, mid and 2nd shift. Contact for deputy dog wardens for police assistance. Submit bite/scratch reports to supervisors. Conduct radio wellness checks. Monitor GPS.

Notarize complaints from the general public to facilitate legal filing with the Clerk of Courts. Monitor security gate and admission of approved persons and receive deliveries. Calculate and record deputy response times to service requests. Enter all information to initiate a service request into computer program. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of public relations; agency policies and procedures. Skill in equipment operation. Ability to apply principles to solve practical, everyday problems; add, subtract, multiply and divide whole numbers; complete routine forms; maintain accurate records; prepare meaningful, concise and accurate reports; use proper research methods in gathering data; gather, collate and classify information about data, people or things; answer routine telephone inquiries.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Any equivalent combination of relevant training and experience including but not limited to: High school diploma or GED with six (6) months previous dispatch experience.

Additional Requirements

No special license or certification is required

Supervisory Responsibilities

None required.

UNUSUAL WORKING CONDITIONS:

May be required to wear personal protective equipment (PPE) to perform duties. This position may require you to work some evening and weekend shifts.

Acknowledgement of Receipt:

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as

described in the position description.

Employee Name

Employee Signature

Date