



Job Description
Effective June 3, 2014

Job Title: **Admissions/Dispatch Supervisor**
Job Classification: FT, non-exempt
Job Relationships: Reports to Executive Director
Job Summary: The Admissions/Dispatch Supervisor works in coordination and cooperation with the Animal Services Truck Supervisor. The A/D Supervisor provides direction and supervision of all admissions and dispatch staff, programs and community services. Supervises and participates in handling and/or dispatching telephone/radio communication to the community and all animal service officers as they relate to animal care and control within the city limits of Chattanooga. Supervises and participates in handling the in-take, reclaim or processing of animals into or out of the McKamey Animal Center from community residents or individuals.

Job Duties

1. Supervise, monitor and assist in Dispatch:

- Insure calls are handled promptly, courteously and professionally.
- Insure phone calls are handled simultaneously.
- Maintain a pleasant, professional attitude with customers and co-workers.
- Rapidly gather information and data that is needed to handle the animal issue (i.e. – Caller name, address, city, state, zip, phone, animal issue). Know the “City” area to allow prompt dispatch to “City” addresses. Refer “County” calls to other animal service agencies within the community.
- Quickly assess the severity of the situation and make decision as how to proceed.
- Dispatch information to animal services officers in the community through radio communication.
- Enter complaint information into the computer.
- Responds to incidents, inquiries or complaints issued by city residents, customers or supervisors in a prompt and professional manner.
- Routinely follow up with animal service officers to know their exact location and to reinforce communication back with the Center
- Follow up with community residents with regard to the status of their situation.
- Interact with co-workers and supervisors to update communications as needed.
- Interact as a team member to provide a high quality of service.
- Perform routine checks for undelivered messages.
- Update computer information when new calls are made regarding a previous complaint.
- Protect all equipment from food or liquid hazard.
- Maintain all equipment to the highest level of performance by following procedures for the care of, use of and /or storage of the equipment.
- As safety dictates, during a weather emergency, work the answering service equipment, possibly for extended periods, until such a crisis has ended.
- Carry out all duties with humanity and professionalism compliant with Center policies and standards

2. Supervise, monitor and assist in Admissions:

- Promptly greet customers as they enter the facility with a professional and courteous tone and answer the telephone in the same manner.
- Process multiple activities simultaneously.

- Maintain a pleasant, professional attitude with customers and co-workers.
- Rapidly gather information and data that is needed to handle the animal issue.
- Interact with the customer to establish their animal needs and desires.
- Coordinate and make appointments for owned animal surrenders.
- Coordinate and process paperwork related to the animal issue.
- Prepares animal case records for admission of the animal into the center.
- Confer with Foster/Rescue Coordinator regarding “pure breed” animals being transferred to rescue instead of remaining in the center.
- Prepare records for admission, photographs animal for computer record, enters all information into the computer, writes admissions folder, administers appropriate admission treatments, prints all paperwork and places all information in the appropriately labeled file.
- Locate appropriate “holding” space for the animal (either office holding cages, large/small dog holding or cat holding area. Pop-up crates are only to be used as a temporary holding space).
- Collects all appropriate fees for animal admissions or services.
- Notify Animal Care Manager or holding Caretaker staff of the admission.
- Process all fees, donations or financial transactions into computer system, balance daily receipts, write summary and place all funds in office safe. NO money is ever to be left in the cash drawer.

3. Other duties as assigned by the Director of Animal Services.

Qualifications/Requirements:

Education/Experience: College/associates degree and/or two years’ management/supervisory experience. Minimum two years of working and interacting with the public desired. Individual will have an interest in animal care and welfare. Show an energetic, positive and upbeat outlook.

Knowledge and Skills:

- Strong interpersonal skills.
- Must be able to relate and confer with the Executive Director, managers, and associate staff in a positive and constructive way; exercise good judgment when dealing with the public and when making decisions.
- Ability to handle a heavy workload, while under time pressures, without sensitivity to stress.
- Pleasant voice, personality, good memory, dependable and cooperative.
- Good spelling ability and accuracy with numbers and money.
- Above average skills in reasoning with and using oral and written language.
- Ability to accurately reason with information derived from the general public.
- Proven organizational skills and attention to detail (effective record keeping ability).
- Ability to use sound judgment when dealing with confidential information and the general public.
- Support the mission of the McKamey Animal Care and Adoption Center and be able to professionally advocate the Center’s position on animal issues.
- Knowledge of animal health, care and welfare and ability to work with animals.
- Strong animal handling skills.
- Ability to recognize signs of animal neglect, abuse and cruelty and the ability to handle such issues with professionalism.
- Computer knowledge, experience with shelter software is helpful. Basic computing skills (Microsoft Windows/Office environment).
- A “can do” team player attitude and willingness to go the extra mile.
- Ability to maintain composure in an often stressful and emotional work environment.
- Ability to work overtime, if circumstances require and work evenings, weekends or holidays as required.

Other: Must be at least 21 years of age (required for insurance purposes); valid Tennessee Driver’s License and insurable driving record.

Work Environment: Office setting, computer use up to 8 hours a day with regular breaks, exposure to high noise levels, zoonotic diseases, and animal bites/scratches when handling animals; exposure to cleaning agents; exposure to all weather conditions when outdoors; bending, reaching, walking up to 8 hours a day.

Physical Activities: Occasional lifting of up to 100 pounds with assistance; potential for standing/walking up to eight hours a day; scrubbing kennels and mopping; sitting at a desk; driving a car; performing physical examinations on animals; animal restraint; handling syringes and needles.

Pre-employment Requirements: The McKamey Center conducts criminal background checks and requires drug testing of all employment candidates. McKamey is an Equal Opportunity Employer.

NOTE: *This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the position.*

Originally created: PCHurn – 6-1-13
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