



Society for the Prevention
of Cruelty to Animals
Los Angeles, since 1877

Dispatcher/Investigative Aide Animal Cruelty Investigations Job Announcement

Primary Function: The **Dispatcher / Investigative Aide**, performs a variety of specialized and clerical tasks as support to Humane Officers (Corporations Code § 14502) and the operations of the Department. As the first point of public contact the Animal Protection Services Dispatcher / Investigative Aide receives complaints concerning animal cruelty related crimes and dispatches assignments and/or information to appropriate personnel. The Animal Protection Services Dispatcher / Investigative Aide also assists with investigations, gathering documents and compiling reports as necessary for prosecution.

Duties and Responsibilities:

- Receive calls from the public and as necessary log and dispatch the calls to the appropriate personnel
- Operate communications equipment including radio, accessories and telephones
- Maintain awareness of numerous field officers' activities and provide such assistance as necessary to ensure adequate safety and completion of their duties
- Handle routine clerical duties for the department, including but not limited to, drafting of routine correspondence, filing, data collection and maintaining up-to-date statistical information
- Proof, edit and properly format investigator follow-up reports for submission to the District Attorney's office for prosecution of criminal cases
- Process, maintain and/or distribute records as required, including but not limited to daily activity reports and statistical information, to ensure that accurate and timely information is available
- Input information accurately into a computer and utilize computerized information systems
- Answer questions and advise the public regarding animal welfare issues, ordinances, quarantines, adoptions, other animal laws and other general information
- Maintain a high level of communication and work collaboratively with all personnel in a manner that is consistent with the Society's policies
- Represent the spcaLA in a professional and courteous manner at all times. Provide quality customer service to clients, volunteers, and staff, recognizing their individual contributions to the success of our organization
- Maintain a high level of confidentiality with sensitive information
- Perform other duties, as necessary to improve the functioning of Animal Protection Services Department and the Society as a whole.
- Proactively develop and maintain good working relationships with other animal welfare organizations, law enforcement agencies and the public.
- Actively support and promote the mission/goals of the Society

Job Related and Essential Qualifications, Ability to:

- Answer telephones and operate a two way radio in a professional manner
- Use a clear speaking voice and be an effective communicator
- Maintain composure and remain calm in emergency situations
- Quickly recall from memory short-term information received
- Deploy for field work to assist in disaster response, criminal investigations, training and/or special events if needed – possibly for several weeks at-a-time if needed for deployment
- Accurately and expeditiously request emergency personnel (police, fire or animal control) units for necessary action, including determining necessary units required, the location and the urgency for the response

- Effectively communicate with a sometimes overly emotional and/or uncooperative public
- Act in a professional manner, work efficiently, and perform multiple tasks simultaneously
- Work Independently and originate and execute projects with little or no supervision
- Understand and carry out oral and written instruction; express ideas effectively orally and in writing
- Understand the elements of a crime and apply it appropriately to a criminal investigation
- Transcribe audio files to text
- Maintain a professional appearance at all times and abide by spcaLA and department uniform and grooming standards
- Satisfactorily complete a comprehensive background check (US Citizen, resident of California, no felony or job related misdemeanor convictions) within P.O.S.T. guidelines and selection requirements for Dispatcher including statutory and regulatory requirements mandated by P.O.S.T. Also pursuant to Section 1.9.2 of the Department of Justice, California Law Enforcement Telecommunications System Policies and Procedures

Knowledge of:

- Usage of a two way radio
- Computer applications
- Usage of office equipment (computer, copier, fax machine, telephone)
- Laws, ordinances and regulations relating to animal welfare
- Police report writing
- Utilization of maps and map reading

Desirable Qualifications:

- Knowledge of various breeds of dogs, cats and other domestic animals; various kinds of animal behavior
- Knowledge of basic domestic animal care; safe and humane animal handling
- Experience with laws of arrest, search and seizure, probable cause, evidence gathering, and right to counsel
- Knowledge of state and federal laws, ordinances and regulations relating to animal welfare
- Experience as a humane officer or animal control officer
- General clerical experience involving public contact, in a law enforcement or fire department setting
- Knowledge of public safety radio codes, Penal and animal welfare related codes, and terminology

Education/Experience:

- Graduation from high school or GED equivalent
- (2) Years of public contact or clerical experience which demonstrate the ability to perform multiple tasks at the same time and use short-term recall skills
- (2) years dispatcher experience
- Any combination equivalent to experience and education that could likely provide the required knowledge, skill and ability is qualifying

Physical Demands

- While performing this job the employee is regularly required to use hands, fingers; handle or feel objects, tools or controls; reach with hands and arms; and talk and hear
- Requires the mobility to stand, walk, and sit
- Perform work which involves occasional lifting, carrying and/or pushing of 25 lbs. and occasionally lift, push and/or move up to 50 lbs

Working Conditions:

- Dealing with possible hostile public
- Heavy and fast paced workload
- Possible exposure to parasites and infectious diseases
- The noise level in the work environment is occasionally high
- Must be willing to occasionally work irregular hours, shifts, weekends, holidays and standby

Salary Range: \$14-17/hr This is a full-time non-exempt position with benefits.

Application Procedure

Qualified candidates, please submit a resume with a cover letter. Resumes submitted without a cover letter will not be considered. email to jobs@spcaLA.com.

Application Deadline: **Open Until Filled**

Employment Location: spcaLA
5026 W. Jefferson Blvd.
Los Angeles, CA 90016
