

SNOHOMISH COUNTY JOB DESCRIPTIONS

ANIMAL SERVICES COORDINATOR

Spec No. 6373

BASIC FUNCTION

Manages animal services hotline and processes animal complaints, logs all calls, maintains database, and provides administrative and clerical support to the Animal Services Division. Dispatches animal related complaints to animal control officers based on established protocol. Provides information, assistance and coordination to the public, other departments, offices and agencies regarding the policies, procedures, local and state laws relating to Snohomish County Animal Services.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Receives and processes animal complaints via the animal services hotline and the online animal complaint portal.
2. Dispatches animal complaints (except 911 calls) to animal control officers for follow-up and investigation.
3. Provides information and guidance to the public and other agencies regarding compliance with state and county animal laws and policies.
4. Processes barking dog complaints, provides information to animal owners and complainants on the law and the complaint process, briefs animal control officers, and reviews/updates written materials associated with barking dogs.
5. Assists animal control officers in gathering information relating to complaint investigations including witness statements, affidavits, and photographic evidence.
6. Scans case file documents and coordinates case file archiving.
7. Performs monthly audit of animal shelter fees for services provided on county's behalf.
8. Maintains animal services database and prepares statistical reports as required.
9. Assists with duties related to processing pet licenses and kennel applications.
10. Processes check and credit card transactions; reconciles workstation financial receipts and reports.
11. Verifies and conducts daily reconciliation of inventory at workstation; researches and corrects discrepancies.
12. Prepares Notices of Violation and may assist with preparation of civil appeals or criminal cases.
13. Attends and provides administrative support for animal services staff meetings.

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STATEMENT OF ESSENTIAL JOB DUTIES (Continued)

14. Assists in locating, copying and compiling responsive animal control public records as requested.

STATEMENT OF OTHER JOB DUTIES

15. Performs other duties as assigned.

MINIMUM QUALIFICATIONS

At least one (1) year of call center or dispatch experience, three (3) years of experience in customer service and/or a compliance oriented field; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities. Must pass all job-related tests.

KNOWLEDGE AND ABILITIES

Knowledge of:

- personal computers and office equipment
- standard office practices and procedures
- Microsoft Office applications; spreadsheets and database management
- proper English, spelling, grammar, punctuation and word usage
- basic field service administration and coordination techniques
- methods and techniques of effective customer service and constituent relations
- cashiering methods and balancing techniques
- Snohomish County geography

Ability to:

- understand and explain state law, county codes, policies and procedures pertaining to Snohomish County Animal Services
- maintain records and prepare required reports
- answer and respond to telephone calls in a timely, clear and concise manner
- interpret caller's requirements and direct/coordinate response
- dispatch cases efficiently to animal control officers
- exercise sound decision making within the scope of assigned authority
- take initiative, work independently and organize workload
- utilize Lean concepts via an electronic task tracking system
- communicate effectively, both verbally and in writing, with a variety of diverse groups and individuals
- maintain composure under stressful situations

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KNOWLEDGE AND ABILITIES (Continued)

Ability to:

- exercise good judgment when acting independently and deferring to superiors
- work effectively under pressure and interact with others with tact and diplomacy
- establish and maintain effective working relationships with the animal services division, superiors, associates, other agencies, and the general public
- analyze situations quickly and objectively to determine course of action
- provide input to animal services manager for improvements to procedures or practices as warranted

PHYSICAL REQUIREMENT

The ability to sit and/or keyboard for four or more hours at a time may be required.

SUPERVISION

The employee receives direction from and work is reviewed by the animal services manager through reports, discussions and meetings. The employee responds to citizen calls and complaints in accordance with state law, county ordinance, written and verbal instructions, department and division policies and accepted practices.

WORKING CONDITIONS

The work is performed in the usual office environment. The work may involve interaction with intimidating or hostile individuals. Travel may be required to attend training and conferences.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: September 2014

Revised: November 2015

Revised and retitled: March 2018 from Animal Control Services Coordinator

EEO Category: 6 – Administrative Support

Pay Grade: 233 – Classified Pay Plan

Workers Comp: 5306 Non-Hazardous