

CLASS TITLE: PET DIVERSION AND HELPLINE COORDINATOR

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for assisting the public with pet related issues and using Tulsa Animal Welfare (TAW) policies and procedures to keep owned pets in their home; develops and maintains a directory of resources to help the public with issues including spay/neuter, vaccinations, housing, temporary boarding, behavior and other pet owner support; and performs other related assigned duties.

ESSENTIAL TASKS:

- Researches and responds to various pet related inquiries by employees and the public
- Develops intervention procedures and training to divert pet owners at TAW Receiving to consider alternatives to surrender pets to TAW
- Implements and maintains the pet helpline
- Develops a working knowledge of resources available to the public to address pet issues
- Coordinates and works with volunteers to staff the pet helpline.
- Assists public in recognizing that pet ownership is a commitment for the life of the pet
- Provides quality in-person and telephone client service
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with an associate's degree in communications, public relations, liberal arts or other related fields and two (2) years of experience in the care and handling of animals including at least one (1) year of customer service experience in a fast paced environment with a variety of client needs; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities, and Skills: Good knowledge of City ordinances related to animal control; good knowledge of the safety requirements of the work performed; working knowledge of dog and cat breeds, diseases, medical conditions, and animal handling and behavior; and knowledge of the geography of the City. Ability to handle animals safely with patience and gentleness; ability to effectively communicate both verbally and in writing; ability to maintain accurate records and reports; ability to work with a diverse group of volunteers; ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve objectives and cause action or understanding; ability to react quickly and effectively in emergency situations. Skill in using computers and related software applications.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent standing and walking, lifting up to 50 pounds; frequent carrying up to 10 pounds and occasional carrying up to 60 pounds or more; occasional pushing and pulling up to 60 pounds; frequent balancing, bending, handling, talking, and twisting; occasional kneeling, crawling, feeling, climbing, and smelling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver's License; possession of Certified Euthanasia Technician certification from the Oklahoma Board of Veterinary Medical Examiners within nine (9) months of hire date.

WORKING ENVIRONMENT: Working environment is primarily indoors and occasionally outdoors, and in inclement weather. May be exposed to the following: animal waste/dead animals, traffic, cramped work

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areas, weather/temperature extremes, rough terrains, damp/wet surfaces, snow/ice covered surfaces, animal bites, insect bites, poisonous plants, toxic fumes/vapors/odors, and loud noises.

Class Code: 6552

EEO Code: N-06

Pay Grade: OT-17

Group: Public Safety Technical

Series: Public Safety Technical

Effective date: May 15, 2019