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Animal Care Services Communications Operator

JOB CODE	JOB FAMILY	PROFILE
JCV304	**Public Safety**	**Animal Care Services Communications Operator**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$18.60 - $26.50**	**April 10, 2026**

The Animal Care Services Communications Operator, under direct supervision, receives and transmits routine and emergency telephone calls using "animal/public safety codes", documents activities in computer database, dispatches, coordinates and tracks officer field activities and locations. Maintains and processes a variety of confidential and time-sensitive paperwork, records and logs. Perform duties and responsibilities in accordance with departmental policies and procedures, Federal Communications Commission, FCC communication codes and procedures. May be required to relocate dispatching command center in cases of emergencies which will require operation of County vehicle.

Job Description

DUTIES AND RESPONSIBILITIES

- Expeditiously and accurately receives, interprets, classifies, prioritizes, and responds to incoming calls by phone, email, or radio of a routine and emergency nature, including calls involving life threatening situations. Ensures effective and timely communication/information using "animal/public safety" codes to field units concerning prior history, activities, licensing, hazardous, and imminent danger information.
- When assigning calls to field units, incumbent requires proper decision making as to the appropriate protocol to follow in accordance with animal/public safety codes, departmental standards and policies. Coordinates with designated supervisor for the deployment of field personnel.
- Ensures proper, accurate, and timely database dispatch entries and updates.

- Retrieves essential information using multiple computerized systems in accordance with departmental procedures and policies.
- Generates reports as requested.
- Assists in the training and new hire orientation of transferred and/or newly hired employees.
- Attends and participates in briefings and departmental meetings.
- In certain roles, responsibilities may involve performing euthanasia tasks.
- Performs other job-related duties as assigned.
- *The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.

MINIMUM QUALIFICATIONS

- Associate degree in Animal Science, Criminal Justice, Business Communications, or related field.
- Four (4) years of work experience as a call center agent or dispatcher experience.

*Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

PREFERENCES

- Work experience, which includes data entry, personal computer use, and telephone communications preferred.
- Work experience in two-way radio dispatching or communication preferred.
- Valid and current certifications in ICS 100, 200 and 700 preferred.
- Bilingual Spanish is preferred.

ADDITIONAL REQUIREMENTS

Additional Description

This job profile is classified as safety-sensitive. Employees with safety-sensitive job profiles are subject to pre-employment, reasonable suspicion, post-accident, return-to-duty, and random drug & alcohol testing in accordance with the organization’s Drug and Alcohol Testing Policy.

Duties that require a Commercial Driver’s License (CDL), firearm(s) use, or are otherwise regulated under the Federal Aviation Administration (FAA), Federal Motor Carrier Safety Administration (FMCSA), or the Omnibus Transportation Employee Testing Act, are subject to all applicable federal drug and alcohol testing requirements. Employees in these federally regulated positions must comply with all DOT testing procedures, including enrollment in a DOT-compliant random testing pool.

- Individuals performing euthanasia are required to hold a valid license as a Euthanasia Technician issued by the State of New Mexico Board of Veterinary Medicine.
- Prior to performing euthanasia tasks, approval from the Director of Animal Care must be obtained.
- Ability to learn Federal Communications Commission regulations pertaining to proper radio procedure and discipline.
- Ability to work effectively and calmly in stressful and pressured emergency situations while prioritizing workload and adopting effective courses of action.
- Ability to alternate attention among a variety of tasks simultaneously while retaining information and exercising sound judgment in situations with high consequences.
- Must be able to communicate precisely and clearly in oral and written English.
- Ability to interact effectively and professionally with the public, supervisors, and co-workers.
- Ability to learn and use radio codes and operate communications equipment.
- Ability to learn the County's general geographic area.

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver’s license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.
- Must pass the County's authorized typing test at 25 WPM.
- Must pass the department-administered test in Animal Code Proficiency within six (6) months of hire date.
- Must successfully complete, attain and maintain Incident Command System, ISC certifications in: ISC 100, 200 and 700 within nine (9) months from date of hire.

WORKING CONDITIONS

- All essential duties are performed indoors.
- Duties are performed in a temperature-controlled environment.
- Worker is exposed to intermittent noise factors.
- Duties are performed on an even surface, which may be carpeted or tiled.

- Worker primarily works alone, both with and without supervision.
- Work hazards or potential work hazards involve high pace and stress in performing job duties.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment used in performing duties includes a computer, telephone, multi-line telephone, multi-line two-way radio, recording equipment, typewriter, facsimile machine, and photocopy machine.
- Materials and products, handles logs, various forms and paperwork, writing utensils, manuals regarding the use of equipment and emergency procedures.
- Safety operate County vehicle.

NOTE

- You are not required to disclose information about physical or mental limitations that you believe will not interfere with your ability to do the job. On the other hand, if you want the employer to consider special arrangements to accommodate physical or mental impairment, you may identify that impairment in the space provided and suggest the kind of accommodation that you believe would be appropriate.

MENTAL FUNCTIONS

- Must be able to use sound judgment and reasoning ability as well as personal
- experience to respond appropriately to emergency situations.
- Must be mentally alert in order to change tasks or activities on a frequent basis.
- Must maintain mental alertness in order to adequately handle high pace and stress of job.
- Must use tact and courtesy in responding to callers in emergency situations.
- Must be able to ask questions of supervisor and listen to and follow verbal directions in English.
- Must be able to read and understand written and verbal directions in English.
- Must be able to communicate clearly with all co-workers and with the general public.
- Must possess the general ability to learn the police radio codes and the operation of equipment used in the Animal Care Department.

PHYSICAL FUNCTIONS

- Must be able to sit for up to four (4) hours at one time, up to eight (8) hours total per day.
- Must be able to stand/walk for short distances, up to a total of two (2) hours per day.
- Must be able to crouch, kneel, bend at the waist, and twist/rotate at the waist on a minimum basis as needed.
- Must be able to reach arms away from the body or overhead to access dispatching equipment or manuals necessary to perform essential duties.

- Must be able to work with arms bent for up to four (4) hours at one time and up to eight (8) hours per day.
- Must be able to lift and carry paperwork or manuals for short distances weighing an estimated five (5) pounds or less.
- Must be able to push/pull with arms with an estimated force of up to two (2) pounds an estimated total of fifteen (15) times per day.
- Must be able to push with legs and feet with an estimated force of 10-15 pounds in order to propel chair from one end of dispatching room to other workstations.
- Must be able to use hands and fingers to grasp/manipulate equipment necessary to perform essential duties such as writing utensils, telephone, paperwork, and manuals.
- Must be able to use fine finger dexterity and implement eye-hand coordination to operate switchboard and instrument keyboards in dispatch room.
- Must have strong hearing and sight abilities in order to perform all essential duties.
- Must be able to type 25 words per minute.