

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. Dispatches animal related complaints to animal control officers based on established protocol. Performs administrative, research and technical functions to support the operation of the Animal Services Division. Administers the animal business license and dangerous dog certification programs.

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. Administers animal business, commercial and private kennel licensing program; coordinates safety, health and zoning requirements with other county departments and external stakeholders.
5. Administers dangerous dog certifications and coordinates inspections.
6. Researches case history and complaint investigations; provides critical information to Animal Control Lead and Officers in the field; assists in gathering witness statements, affidavits and photographic evidence for case files.
7. Processes barking dog complaints, provides information to animal owners and complainants on the law and the complaint process.
8. Performs monthly audit of animal shelter fees for services provided on county's behalf.
9. Maintains animal services database and prepares statistical reports as required.
10. Processes in-person, by mail and online pet license applications.
11. Processes check/credit card transactions; reconciles workstation financial receipts and processes transmittals.
12. Prepares Notices of Violation and may assist with preparation of civil appeals or criminal cases.
13. Provides staff support for public outreach activities.

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

15. May perform the duties of the Animal Services Administrative Specialist as required.

STATEMENT OF OTHER JOB DUTIES

16. Performs other duties as assigned.

MINIMUM QUALIFICATIONS

At least one (2) years 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:

- basic accounting practices
- standard office practices and procedures
- Microsoft Office applications; spreadsheets and database management
- planning and organization practices
- basic field service administration and coordination techniques
- basic data collection and analysis
- methods and techniques of effective customer service and constituent relations
- de-escalation tactics
- cashiering methods and balancing techniques
- continuous improvement methods and techniques

Ability to:

- understand and explain state animal law, county codes, policies and procedures
- maintain records and prepare required reports
- answer complaint hotline in a timely, clear and concise manner
- interpret caller's requirements, resolve concerns and/or 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
- lead and support continuous improvement projects for the unit
- communicate effectively, both verbally and in writing, with a variety of diverse groups and individuals

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- maintain composure under stressful situations
- provide exceptional customer service
- exercise good judgment when acting independently
- 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

PHYSICAL REQUIREMENT

The ability to sit and/or enter data for four or more hours at a time.

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, January 2021
Revised and retitled: March 2018 from Animal Control Services Coordinator
EEO Category: 6 – Administrative Support
Pay Grade: 235 – Classified Pay Plan
Workers Comp: 5306 Non-Hazardous