



JOB POSTING NOTICE

POSITION: DISPATCHER
DEPARTMENT: ANIMAL CRUELTY INVESTIGATION AND RESCUE
REPORTS TO: SUPERVISOR – ANIMAL CRUELTY INVESTIGATION AND RESCUE
STATUS: HOURLY, FULL TIME
DATE: MARCH 18, 2021

POSITION SUMMARY AND MINIMUM QUALIFICATIONS:

This position is responsible to respond to all incoming phone calls regarding complaints of animal cruelty or general shelter inquiries. Assists Investigations Officers and Animal Rescue Drivers with location of complaints and maintains necessary records to provide accurate information of each call. This individual will also maintain Officer locations at all times via radio transmission.

Daily data entry of information into the company's database and maintaining the incoming mail for the department. The candidate will collaboratively perform duties with great attention to detail and have good customer service skills.

Participate in creating a thriving culture of philanthropy at the SPCA Serving Erie County by increasing awareness and support of our organization. This is achieved by being knowledgeable and supportive of SPCA programs and events, sharing your passion for service to animals and people within our community, and serving as an inspiration by providing an exemplary level of animal care and guest service.

COMPETENCIES Required:

1. Customer service skills.
2. General knowledge of Animal health and well-being.
3. Computer skills – Microsoft: Outlook, Word and Excel.

If you are interested in this position and meet the qualifications, please submit your resume to Julie Schultz, Human Resources at julies@yoursPCA.org. Thank you!