



CLASS TITLE | PET DIVERSION AND HELPLINE COORDINATOR

PAY GRADE: OT-17 | www.cityoftulsa.org/pay

Class Code: 6552

Effective Date: 03/27/2024

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: Must meet one of the following criteria:

1. (a) Graduation from high school or possession of a General Educational Development (GED) Certificate; and,
(b) Four (4) years of experience relevant to the essential tasks listed in this job description; or,
2. (a) Completion of sixty (60) hours from an accredited college or university in coursework related to the requirements of this job description; and,
(b) Two (2) years of experience relevant to the essential tasks listed in this job description

Knowledge, Abilities and Skills:

Knowledge of:

- 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
- Knowledge of the geography of the City

Ability to:

- Handle animals safely with patience and gentleness
- Effectively communicate both verbally and in writing
- Maintain accurate records and reports
- Work with a diverse group of volunteers
- Understand and influence the behavior of internal and external customers in order to achieve objectives and cause action or understanding
- React quickly and effectively in emergency situations



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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:

- a) Possession of a valid Oklahoma Class "D" Driver license
- b) 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 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.

EEO Code: N-06

Group: Public Safety Technical

Series: Public Safety Technical