<table>
<thead>
<tr>
<th>DEPARTMENT:</th>
<th>Montgomery County Animal Services</th>
<th>JOB GRADE:</th>
<th>7</th>
</tr>
</thead>
<tbody>
<tr>
<td>JOB TITLE:</td>
<td>Lead Dispatcher</td>
<td>HOURLY SALARY:</td>
<td>$18.45/hr - $21.83/hr</td>
</tr>
<tr>
<td>LOCATION:</td>
<td>8535 State Hwy 242 Conroe, TX 77385</td>
<td>CIVIL SERVICE:</td>
<td>Yes</td>
</tr>
<tr>
<td>SHIFT HOURS:</td>
<td>Monday – Friday 8:00 am – 5:00 pm</td>
<td></td>
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</tr>
<tr>
<td>SUBMIT APPLICATIONS:</td>
<td>Montgomery County Human Resources Department</td>
<td>ADDRESS:</td>
<td>501 N. Thompson, Ste. 400 Conroe, TX 77301</td>
</tr>
<tr>
<td>PHONE:</td>
<td>(936) 539 – 7886</td>
<td>FAX:</td>
<td>(936) 788-8396</td>
</tr>
<tr>
<td>E-MAIL:</td>
<td><a href="mailto:jobs@mctx.org">jobs@mctx.org</a></td>
<td>WEBSITE:</td>
<td><a href="http://www.mctx.org">www.mctx.org</a></td>
</tr>
<tr>
<td>OFFICE HOURS:</td>
<td>Monday – Friday 8:00 am – 5:00 pm (Friday: Closed from 12:00 pm – 1:00 pm)</td>
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</table>

You must **FIRST** take the Montgomery County Clerical Test and pass with the required scores before you can submit an application for this position.

**TEST TYPE & SCORE REQUIREMENTS FOR THIS POSITION:**

- Typing: 35wpm
- Admin: 70%
- Math: 70%

**Request Clerical Testing:**

Send request by email to: jobs@mctx.org  
Subject Line: Clerical Testing  
Include in body of email: Last name, First name

**WATCH YOUR EMAIL**

An email with your clerical test invitation will be sent to you. Follow instructions provided in email.

*Please allow up to 72 hours for human resource to respond*

**Education, Experience and Skill Requirements**

- Must have high school diploma or equivalent
- MUST have previous Supervisory experience.
- Previous General office/Clerical experience/Customer service experience
- Ability to work well with the Public, in person and by phone
- Excellent written and verbal communication skills
- Ability to work well under pressure with constant interruptions
- MUST be a Team player, able to work in a fast-pace environment and multi-task
- Compassion for animals, comfortable working in the shelter environment and willing to accommodate animals in the work place
- Knowledge of animal breeds and behavior helpful
- Willingness to cross-train and accept additional duties as assigned
- Able to meet attendance requirements and work any schedule as assigned
- Bi-lingual (English/Spanish) preferred

**Primary Job Duties**

- Answer Animal Control and Animal Shelter telephone calls promptly and courteously, providing accurate information and documenting detailed information
- Route Animal Control Officer calls for service in Computer system and communicate professionally by radio
- Process certified mail
- Complete timely and accurate computer data entry, ensure data integrity using both paper and computer based filing systems
- Ensure the work stations are kept clean, orderly and maintained daily
- Operate and maintain general office equipment and report equipment or supply needs
- Any other duties as assigned

After receiving a conditional offer of employment, applicant must pass a drug screen (1/2 cost = $20.00, responsibility of applicant) and may need a physical agility test (1/2 cost = $22.50, responsibility of applicant) before becoming an employee of Montgomery County.

<table>
<thead>
<tr>
<th>Position No:</th>
<th>633-4910-0</th>
<th>Requisition No:</th>
<th>3326</th>
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<tbody>
<tr>
<td>Date Posted:</td>
<td>10-19-2023</td>
<td>Equal Employment Opportunity Employer</td>
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