



June 2019
FLSA: Non-Exempt

ANIMAL CONTROL OFFICER

DEFINITION

Under general supervision, performs a variety of duties involved in the enforcement and communication of animal services codes, ordinances, and regulations; ensures public safety by capturing and caring for domestic, wild, vicious, and/or injured animals; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Animal Control Supervisor. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a journey-level class that performs the full range duties related to animal control activities to ensure compliance with local and State codes, including field patrol, investigation, and quarantine of specified animals. Responsibilities include the authority to cite violators and initiate court proceedings for compliance. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and Town activities, and extensive staff, public, and organizational contact. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from sworn Police classes in that it performs law enforcement and police support duties that do not require performance by a sworn police officer.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Patrols areas within the Town and enforces animal services codes, ordinances, and regulations; investigates reports of animal abuse; issues citations; takes other appropriate actions.
- Captures and impounds unlicensed, stray, and uncontrolled animals; transports animals to shelter; arranges for proper storage and humane care.
- Picks up dead or injured animals; provides aid to injured animals; transports animals to veterinarian for treatment or euthanasia; medicates and vaccinates animals to be adopted.
- Responds to calls from citizens for animal services; investigates complaints involving animals; investigates reports of dogs, cats, or other animals creating nuisances.
- Determines whether calls meet the criteria for emergency response and call out and how quarantines should be handled; evaluates and authorizes immediate care of euthanasia for sick and injured animals, emergency seizure of animals, and owner relinquishments in the field; determines whether a criminal complaint and/or dangerous/vicious dog investigation should be initiated.
- Performs routine maintenance and animal care duties at the shelters including cleaning kennels, laundry; feeding and caring for the animals.
- Assists Police Department with animal related issues, including when individuals who get arrested have pets needing care.
- Establishes and maintains positive community relations through programs, demonstrations, and public assistance regarding humane animal services, including wildlife issues, adoption procedures, and

enforcement of animal regulations; speaks at school and other meetings, and answers specific and general questions.

- Identifies and investigates animal related crimes; interviews witnesses, collects evidence, writes reports, and testifies in court.
- Investigates reports of animal bites; completes state mandated quarantines as necessary.
- Answers questions regarding the enforcement of animal services, regulations, adoption, and licensing policies and procedures.
- Prepares reports and cases; maintains records, logs, and files of activities.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Methods and techniques of handling, collection, impoundment, and registration of a variety of wild and domestic animals in various conditions.
- Identification of various breeds of domestic and wild or feral animals.
- Principles of animal behavior and care.
- Principles, practices, methods, and techniques of code violation investigation and compliance.
- Practices for documenting inspections, correcting violations, and carrying through on Court procedures.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Occupational hazards and standard safety practices necessary in the area of animal services.
- Principles of record keeping and reporting.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural, and ethnic backgrounds, in person and over the telephone.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Recognize normal and abnormal animal behavior.
- Handle potentially dangerous animals in a safe manner.
- Inoculate and medicate animals, after completion of the appropriate training.
- Effectively respond to calls for services.
- Prepare, maintain, and update accurate and detailed documentation of inspection findings and other written materials, records, logs, and reports.
- Operate and maintain a variety of animal control equipment.
- Operate a two-way radio.
- Understand and carry out oral and written instructions.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Town in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.

- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from the twelfth (12th) grade and one (1) year of experience in the enforcement and communication of animal services codes, ordinances, and regulations and the humane care and handling of animals. College-level coursework in animal health care and experience with a public agency are highly desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.
- Possession of a certificate of completion of Penal Code §832 Course in Arrest, Search and Seizure issued by California Commission on Peace Officer Standards and Training within 90 days of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle, to inspect various Town and residential sites, and to walk on uneven terrain; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a field classification with frequent standing and walking between work areas required. Wrist flexion and lateral rotation are necessary in combination with grasping to handle a snare and leash. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment and above-mentioned tools and equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds, or heavier weights with the use of proper equipment and assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees primarily work outside and may be exposed to inclement weather conditions and potentially hazardous physical substances. May involve exposure to dangerous and/or diseased animals and animals known to cause allergies. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work a varied schedule of hours, which may include early mornings, evenings, weekends, and holidays.