



SEPTEMBER 2019
FLSA STATUS: 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 wild, vicious, and/or injured animals; coordinates the City's animal adoption program; works with shelter staff to ensure the proper care of captured animals; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a journey-level class that performs the full range of 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. Incumbents are expected to work independently and exercise judgment and initiative. 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.

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 City limits to enforce animal services codes, ordinances, and regulations; investigates reports of animal abuse; issues citations; collects fees; takes other appropriate actions.
- Captures and impounds unlicensed, stray, and uncontrolled animals; transports animals to shelter, and/or arranges for humane care.
- Picks up dead or injured animals; provides aid to injured animals; transports animals to veterinarian for treatment or euthanasia.
- Coordinates the City's licensing program; receives list of delinquent licenses; visits owners to collect license fees; initiates actions for non-compliant license holders.
- Responds to calls from citizens for animal services; investigates complaints including reports of dogs, cats, or other animals creating nuisances.
- Uses a variety of equipment to ensure the safe capture of animals, including leashes, nets, tasers, bite sticks, and related methods.
- Receives calls for service and determines call priority; evaluates and works with supervisor to determine appropriate course of action including euthanasia for sick and injured animals, emergency

seizure of animals, and owner relinquishments in the field, and whether a criminal complaint and/or investigation should be initiated.

- Coordinates the City's animal adoption program; uses social media and websites to post, update and remove status of animals available for adoption.
- Works with shelter staff to ensure the proper maintenance and care of animals at the shelters including: cleaning kennels, laundry, and feeding and caring for the animals.
- 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.
- Works with supervisor and law enforcement officers to investigate animal related crimes; interviews witnesses, collects evidence and writes reports; may testify 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.
- Searches for abandoned vehicles; tags as needed for removal or tow when owner is not compliant with codes and regulations.
- Communicates with, and refers cases to, other enforcement agencies for matters outside the City's jurisdiction, such as poaching.
- Prepares reports and cases; maintains records, logs, and files of activities including monthly statistics reports.
- Performs other 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 wild and domestic animals.
- Principles of animal behavior and care.
- Principles, practices, methods, and techniques of code violation investigation and compliance.
- Authority and limitations for enforcement of code compliance.
- 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.
- Effective use of social media for animal adoption programs.
- Principles of record keeping and reporting.
- Modern office practices, methods, and computer equipment which may include, but is not limited to, mobile technology and electronic devices, and software related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Interpret, apply and enforce applicable Federal, State, and local laws, codes, and regulations pertaining to animal services.
- Recognize normal and abnormal animal behavior.

- Handle potentially dangerous animals in a safe manner.
- Assess a situation and determine appropriate course of action.
- Prepare, maintain, and update accurate and detailed documentation of inspection findings and other written materials, records, logs, and reports.
- Effectively represent the City in meetings with other agencies, community groups, property owners, and the public.
- Use and maintain animal control equipment in a safe and effective manner.
- Operate communications equipment.
- Maintain accurate records and files of work performed.
- Understand and carry out oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy 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 the completion of the twelfth (12th) grade.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by date of appointment.
- Possession of a valid PC 832 certificate by date 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 in order to respond to service calls; 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, walking and running, sometimes on uneven terrain. Wrist flexion and lateral rotation are necessary in combination with grasping to handle a snare and leash to capture animals. 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 frequently bend, stoop, kneel, reach, push, and pull in the capture and handling of animals. Must be able to use a variety of equipment and methods to snare and effectively capture and transport small and large animals. Employees must possess the ability to lift, carry, push, and pull animals and equipment up to 50 pounds, or heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees primarily work outside and may be exposed to inclement weather conditions and potentially hazardous physical substances.

Employees may interact with frustrated or irritated individuals in interpreting and enforcing department policies and procedures. May involve exposure to dangerous and/or diseased wild and domestic animals under stressful conditions.

WORKING CONDITIONS

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