



March 2014
FLSA: NON-EXEMPT

SENIOR ANIMAL SERVICES OFFICER

DEFINITION

Under limited supervision, provides lead direction to assigned animal services staff; sets priorities and directs the work of assigned staff on a project or day-to-day basis; performs routine to complex 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; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives limited supervision from the Animal Services Supervisor. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level class in the Animal Services Officer series that performs the most complex animal services duties, including field patrol, investigation, and quarantine of specified animals. Responsibilities include the authority to cite violators and initiate court proceedings for compliance. Incumbents may perform special project work for the Municipal Services Department. This class is distinguished from the Animal Services Supervisor in that the latter is the highest level in the animal services class series and provides supervisory responsibilities for the animal services function, including training, scheduling, and discipline.

EXAMPLES OF ESSENTIAL 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.

- Provides technical and functional direction to assigned animal services staff; reviews and controls quality of work; assists in completing employee evaluations; participates in performing routine to complex animal services activities.
- Plans, schedules, prioritizes, and assigns animal services work in consultation with the supervisor; communicates status of field investigations to appropriate personnel, working cooperatively to schedule activities in accordance with established operational priorities; instructs staff in work procedures.
- Trains employees in work methods, use of equipment, and relevant safety precautions.
- Patrols areas within the Town and enforces 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; arranges for proper containment and humane care.
- Picks up dead or injured animals; provides aid to injured animals; transports animals to shelter for treatment or euthanasia; medicates and vaccinates animals to be adopted.
- Responds to complex calls from citizens for animal services; investigates complaints involving animals; investigates reports of dogs, cats, or other animals creating nuisances.
- 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; and answers related 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.
- 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, owner relinquishments in the field; determines whether a criminal complaint and/or dangerous/vicious animal investigation should be initiated.
- Follows up on investigations on previously issued notices, citations, service requests, public nuisance animals, abandoned animals, and habitual violators.
- Answers questions regarding the enforcement of animal services, regulations, adoption, and licensing policies and procedures.
- Prepares reports and maintains records, logs, and files of activities; prepares cases and complaints for court action; testifies in court.
- Dispatches assignments using two-way radio.
- Inspects, cleans, and performs preventive maintenance on vehicle such as checking oil, water, tires, and lights, and related maintenance duties; advises supervisor of potential problems and required services.
- Trains lower-level staff on proper Town policies and procedures and animal services standard operating procedures; documents and evaluates daily training.
- Performs general code enforcement activities.
- Provides stand-by duty, as assigned, by responding to emergency calls, maintaining contact with answering service, resolving building alarm codes, and checking facility area for intruders or escaped animals.
- Advises supervisor of unusual circumstances or questionable conditions encountered in the area of responsibility.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles of supervision and training.
- 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 dogs, cats, and other domestic and wild 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, codes, and regulations, including administrative and departmental policies.
- Occupational hazards and standard safety practices necessary in the area of animal services.

- Techniques and practices of public speaking and making presentation before small groups.
- Principles of record keeping and reporting.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- 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 to public and Town staff, in person and over the telephone.

Ability to:

- Plan, schedule, assign, and oversee activities of assigned staff.
- Inspect the work of others and maintain established quality control standards.
- Train others in proper and safe work procedures.
- Identify and implement effective course of action to complete assigned work.
- Recognize normal and abnormal animal behavior.
- Handle potentially dangerous animals in a safe manner.
- Inoculate and medicate animals, after completion of the appropriate training.
- Interpret, explain, apply, and enforce laws, ordinances, and regulations pertaining to animal services.
- Investigate code violations and respond to inquiries, complaints, and requests for service in a fair, tactful, and timely manner.
- Access, retrieve, enter, and update information using a computer terminal.
- Interpret and apply applicable Federal, State, and local laws, codes, and regulations, including administrative and departmental policies.
- Prepare, maintain, and update accurate and detailed documentation of inspection findings and other written materials, records, logs, and reports.
- Effectively represent the Town in meetings with governmental and regulatory agencies, community groups, property owners, business owners, and the public.
- Operate and maintain a variety of animal services equipment.
- Operate a two-way radio.
- Make accurate mathematic computations.
- Maintain accurate records and files of work performed.
- Understand and carry out oral and written instructions.
- Organize work, set priorities, meet critical deadlines, and exercise sound, independent judgment within established guidelines.
- 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, procedural, and legal guidelines.
- Establish and maintain effective working relationships with employees and those contacted in the course of the work.
- Respond to emergency calls within 30 minutes while on stand-by duty.

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 and three (3) years of experience in the enforcement and communication of animals 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.

License:

- Valid California class C driver's license with satisfactory driving record and automobile insurance.
- PC 832 of the Peace Officers Training Certificate.
- Must obtain euthanasia certification within six months following employment.

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 in work areas 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, typewriter keyboard or calculator and to operate standard office 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 animals of 75 pounds, as necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees primarily work outside with occasional exposure to loud noise levels and may be exposed to inclement weather conditions, animal hair, dust, and potentially hazardous physical substances. May involve exposure to wild, dangerous, and/or diseased animals, and animals known to cause allergies. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.