



# Animal Control Officer

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## Class Specification

Revised 9/23

Class ID: 610

Unit: NPA

Probation: 12 Months

FLSA: Non-Exempt

### DEFINITION

Under general supervision, performs a wide range of field and office duties in support of the care and control of domestic and non-domestic animals, the investigation of cruelty, neglect and dangerous animals, and the enforcement of local codes and ordinances, and state laws and regulations relating to animals and animal control; and performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the assigned Police Lieutenant or other assigned management staff. Exercises no direct supervision over staff.

### DISTINGUISHING CHARACTERISTICS

This is a non-sworn classification in the Police Department. Initially under close supervision, incumbents perform a variety of assignments while receiving on-the-job training. With experience, the work becomes progressively more varied and difficult requiring independent judgment with general supervision.

### EXAMPLES OF JOB FUNCTIONS (Illustrative Only)

Patrol all areas of the City to enforce codes, ordinances, and regulations pertaining to the care, control, and disposition of domestic and non-domestic animals.

Issue citations for violations and, in some cases, secure complaints from the District Attorney's office as a result of their investigations and findings.

Provide testimony in contested court cases and prepare related reports.

Receive, respond, and investigate reports and complaints from the public and other agencies involving stray animals, nuisance animals, animal municipal code violations, and injured, abused, and neglected animals.

Impound, collect, and transport animals to the approved animal control shelter, veterinary treatment facility, or County Health Department for appropriate tests; conduct inspections of animal establishments, ensuring compliance with rules, regulations, and codes.

Clean and maintain equipment and animal cages.

Receive and respond to general inquiries, requests, and complaints from the public and provide appropriate responses and actions; assist with providing information or referral; explain ordinances and procedures to the public.

Review and reconcile bills from veterinarians and animal control shelter; assemble data on animal control activities and prepare monthly Health Department report.

Investigate and complete reports related to animal nuisances and animal bites in the city; complete

logs and standardized forms; maintain files and records.

Meet with residents and representatives of schools, community groups, businesses, and other organizations to understand needs and concerns and educate on the care and control of animals.

Promote positive and effective working relationships with the public, City departments, elected officials, and other agencies.

Perform related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Modern office procedures and practices.
- Standard office equipment, including personal computers.
- Correct English usage, including spelling, grammar, and punctuation.
- Effective customer service techniques.
- Data collection and compilation techniques.
- Basic business arithmetic.
- Basic safety protocols and practices.

### **Skill or Ability to:**

- Learn, understand, interpret, and enforce State, County, local laws, and ordinances applicable to animal control.
- Act with resourcefulness, courtesy, and initiative with minimum supervision.
- Make simple arithmetical calculations.
- Use a computer keyboard to perform data entry work.
- Work effectively under pressure and with frequent interruptions.
- Exercise good judgment in making decisions according to existing laws, regulations, and policies.
- Analyze situations quickly and objectively, and to take proper course of action.
- Handle and control injured, sick, and aggressive animals.
- Effectively deal with the public in stressful and difficult situations.
- Safely operate an animal control vehicle or City vehicle.
- Learn and follow safety protocols and procedures.
- Learn to safely operate equipment used in the care and control of animals.
- Prepare concise and accurate reports.
- Understand and carry out written and verbal instructions.
- Make oral presentations before community groups and at schools.
- Follow established policies and procedures.
- Effectively communicate verbally and in writing.
- Establish and maintain cooperative working relationships.
- Respectfully and effectively collaborate with a variety of people of varying backgrounds and roles. Demonstrate tact, professionalism, and diplomacy.

### **Education and Experience:**

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

Possession of a high school diploma or equivalent, and one (1) year of work experience with high public contact, enforcing laws, or animal handling.

**License and Certificate:**

Possession of a valid driver license and a satisfactory driving record throughout employment.

**PHYSICAL DEMANDS**

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. 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. Must also possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to respond to service calls and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

**ENVIRONMENTAL CONDITIONS**

The position performs duties in a field environment, subject to inclement and variable weather conditions such as wet, heat and cold, as well as occasionally working with caustic cleaning chemicals. Work is subject to performance while exposed to adverse environmental conditions, loud noises and unpleasant sights and odors; exposure to animal bites and other related injuries; incumbent must be willing to handle injured, ill, or dead animals in potentially hazardous situations. Must be willing to work in a setting characterized by exposure to rabies, animal waste, and various cleaning and disinfecting chemicals. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing codes, ordinances, regulations, and departmental policies and procedures. Willingness and ability to work any shift; work holidays, weekends, scheduled and emergency overtime; be available on call, as required; wear uniform required; comply with departmental grooming standards.