



## ANIMAL SERVICES OFFICER I/II

### **DEFINITION**

Under immediate or general supervision, enforces state, city, and County laws regarding stray, dangerous, neglected/injured, and nuisance domestic animals; investigates complaints, patrols assigned areas, captures animals, and ensures humane animal protection and control; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives immediate or general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff. May exercise technical and functional direction and provide training to lower-level staff.

### **CLASS CHARACTERISTICS**

*Animal Services Officer I:* This is the entry-level classification in the Animal Services Officer class series. Initially under close supervision, incumbents learn and perform routine animal control and County enforcement procedures. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the II-level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

*Animal Services Officer II:* This is the fully qualified journey-level classification in the Animal Services Officer class series. Positions at this level are distinguished from the I-level by the performance of the full range of duties as assigned, working independently, and exercising 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.

This class is distinguished from the Sr. Animal Services Officer in that the latter provides day-to-day technical and functional direction to lower-level staff.

Positions in the Animal Services Officer class series are flexibly staffed and positions at the II-level are normally filled by advancement from the I-level, after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

- Investigates complaints from the public and other agencies regarding nuisance, stray, uncontrolled, neglected/injured, dangerous, wild, or diseased animals.
- Conducts an initial investigation of complaints regarding animal cruelty; investigates animal bites and arranges for appropriate identification and quarantine.
- Explains state and local laws, codes, and ordinances relating to the care and control of animals, filing of complaints, and policies of the shelter to the public.

- Issues citations for violations of applicable regulations; patrols assigned areas operating County vehicles.
- Performs rescue of wild, stray, unlicensed domestic animals, and livestock running at large for impounding; responds to dangerous animals; transports injured animals; performs euthanasia as required.
- May assist with shelter operations as needed.
- Represents the County's interest in court with regard to basic citations and dangerous animals.
- Testifies in court regarding citations and disposition of complaints.
- Assists other agencies and County departments with animal control and handling activities.
- Enters, edits, and retrieves data and may prepare periodic or special reports.
- May operate standard office equipment, including a computer, facsimile equipment, and telephones.
- Collects and balances licensing monies; prepares receipts and other forms.
- Operates humane traps, mobile radios, and related animal control tools and equipment.
- Identifies symptoms of common animal diseases, including rabies, and recommends veterinary medical care, isolation, or euthanasia.
- Performs related duties as assigned

### **QUALIFICATIONS**

*Some knowledge and abilities may be gained by employees at the entry (I) level while in a learning capacity.*

#### **Knowledge of:**

- Basic species and breed identification of a variety of livestock, and common domestic and wild animals.
- Symptoms and behavior associated with rabies and other common diseases of animals.
- Behavior and handling of livestock, and common domestic or wild animals.
- Methods and equipment used in the care and control of animals.
- 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 the care, keeping, treatment, and impounding of animals.
- Occupational hazards and standard safety practices necessary in the area of animal services.
- Basic recordkeeping principles and practices.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Methods and techniques of reviewing and/or preparing legal related documents for assigned cases.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County 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 programs, projects, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

#### **Ability to:**

- Assess animal behavior and make effective decisions regarding handling, capturing, or euthanizing the animal.
- Handle, capture, and control animals humanely and effectively under stressful or emergency circumstances.

- Administer euthanasia by lethal injection.
- Properly sanitize and disinfect animal housing areas.
- Prepare, maintain, and update accurate and detailed documentation of inspection findings and other written material, records, logs, and reports.
- Use and maintain animal control equipment in a safe and effective manner.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Operate County vehicles, radios, and other animal control tools and equipment.
- Identify symptoms and behaviors associated with rabies and other common domestic animal diseases.
- Read maps and follow directions.
- Maintain accurate records and prepare reports of work performed.
- Understand and follow oral and written instructions.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Assist law enforcement and other public safety agencies, as needed, in the capture and containment of animals.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- 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.
- Write clear and concise criminal case reports and search warrants.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

**Education and Experience:**

*Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.*

*Animal Services Officer I:*

Equivalent to graduation from high school;

AND

One (1) year of experience in in caring for animals of various types, and in explaining and enforcing regulations and procedures to the public.

*Animal Services Officer II:*

Equivalent to graduation from high school;

AND

One (1) year of experience in animal care, control, and enforcement at a level equivalent to the County's class of Animal Services Officer I.

### **Licenses and Certifications:**

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License by and a satisfactory driving record.
- Possession of, or ability to obtain, a Euthanasia Training Certificate, within one (1) year from time of appointment, or upon conclusion of the first available certified training program, if more than one (1) year.
- Possession of, or ability to obtain, a Tranquilization Training Certificate, within one (1) year from time of appointment, or upon conclusion of the first available certified training program, if more than one (1) year.
- Required by PC Sections 830.9 and 832, possession of, or ability to complete within one (1) year from date of appointment, (or upon conclusion of the first available training program if more than one year), the California State Basic Animal Law Enforcement Academy, and coursework required by PC Section 832; **or** have completed a similar Humane Officer/Animal Control academy or training curriculum and must be able to successfully complete the California State Basic Animal Law Enforcement Academy and coursework required by PC Section 832 within one (1) year of employment.
- Pursuant to PC Section 830.9, ability to possess firearms qualifications, including vision to maintain firearms qualifications.

### **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; vision to maintain firearms qualifications; 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. Reasonable accommodations will be made for individuals on a case-by-case basis.

### **ENVIRONMENTAL CONDITIONS**

Work is primarily performed outdoors in all weather conditions and varying temperatures, with occasional work performed indoors in an office or animal shelter setting; frequent exposure to fumes/dust and hazardous substances; occasional exposure to loud noise levels, hazardous airborne substances, and radiation; work above and below ground level and in confined spaces.

### **WORKING CONDITIONS**

May be required to work irregular hours, which may include early mornings, evenings, weekends, holidays, and/or during disasters. Must be willing to work in a setting characterized by exposure to rabies, animal waste, and various cleaning and disinfecting chemicals.