



## **SR. ANIMAL SERVICES OFFICER**

### **DEFINITION**

Under general supervision, directs, coordinates, and reviews the work of other animal services staff; enforces state, City, and County laws regarding stray, dangerous, and nuisance domestic animals; investigates complaints, captures animals, and ensures humane animal protection and control; and performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

### **CLASS CHARACTERISTICS**

This is the advanced/lead-level classification in the Animal Services Officer class series that oversees and participates in animal control services duties. Incumbents exercise judgment in performing the full range of routine to complex animal services activities. Incumbents also provide lead direction to lower-level animal services staff.

This class is distinguished from the Animal Services Officer Supervisor in that the latter has full supervisory responsibility.

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

- Provides lead direction, training, work review, and evaluation to animal control staff; organizes and assigns work, sets priorities, and follows up to ensure coordination and completion of assigned work.
- Provides input into selection decisions, disciplinary matters, and other personnel decisions.
- Assists the Supervising Animal Control Officer in coordinating, planning, organizing, and implementing the County's animal control program.
- Investigates complaints from the public and other agencies regarding nuisance, stray, uncontrolled, dangerous, wild, or diseased animals; performs rescue of stranded or injured 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.
- 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; prepares daily and periodic or special reports; maintains records.
- 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**

### **Knowledge of:**

- Principles of providing functional direction and training.
- Advanced species and breed identification of a variety of livestock, domestic and common 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.
- Advanced 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:**

- Effectively provide staff leadership and work direction.
- Train others in work procedures.
- 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.
- Identify symptoms and behaviors associated with rabies and other common domestic animal diseases.
- 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.
- Read maps and follow directions.
- Understand and follow 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 County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.

- Assist law enforcement and other public safety agencies, as needed, in the capture and containment of animals
- 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.
- Write clear and concise criminal case reports and search warrants
- 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 the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.*

Three (3) years of experience in animal care, control, or enforcement at a level equivalent to the County's class of Animal Services Officer II.

College-level coursework in animal control, animal behavior, law enforcement, or a closely related field is desirable.

**Licenses and Certifications:**

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License 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 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.