

ANIMAL CONTROL OFFICER

POSITION SUMMARY

This position is responsible for coordinating and performing a variety of animal control and compliance functions, including patrolling assigned areas; monitoring and enforcing animal control regulations; responding to animal control inquiries and complaints from the public; issuing citations and warnings; and performing all public animal related public safety and health duties; animal care, maintaining and cleaning the animal shelter.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Work requires the direct knowledge of and application of a variety of procedures, policies, City laws and/or precedents.
- Patrols city streets to search for stray, sick, injured, or dead animals and provide services as needed; impounds stray animals, responds to and follows up on animal related calls for service, complaints and disturbances;
- Enforces state and local laws, regulations and ordinances related to animal control.
- Receive and respond to animal related complaints from the public including reports of stray animals, barking dogs, animal cruelty, dog bites, and accumulated feces through various ways of communication i.e. E-mail, phone calls, mobile radios, Facebook messages, tip hotline.
- Animal Maintenance to include: observe general health, daily cleaning, sanitation and feeding, watering and exercising animals.
- Shelter Maintenance to include cleaning, sanitizing and routine maintenance
- Capturing, controlling and handling of animals in distress, including stray, sick, injured, or rabid animals, and transport them to the appropriate facilities for medical treatment or shelter.
- Overseeing rabies quarantine for animal bite cases.
- Identifying basic symptoms of common animal diseases and receiving veterinarian care for impounded animals as needed.
- Preventing unnecessary shelter intakes by reuniting lost animals with their owners in the field.
- Investigating reports of animal abuse or neglect and animal bites, gather evidence, and prepare detailed reports for legal purposes.
- Transporting unclaimed animals to rescues located within the state.
- Collecting and disposing of deceased animals;
- Completes official police reports, testifies and appears in court regarding animal control cases.
- Issues verbal and written warnings and/or completes formal complaint request through municipal prosecuting Attorney's Office.
- Collects fees and issues pet licenses and microchips.
- Building relations and coordinating efforts to ensure effective animal control care with other agencies such as rescues, veterinarians, county sheriff's departments.

ANIMAL CONTROL OFFICER

- Educates the public with information regarding animal control laws and regulations, licensing requirements, owner responsibilities, and appropriate animal care.
- Performs data entry, record keeping, report preparation, filing and records management.
- Issue parking citations and enforce parking ordinances as time allows.
- Train and schedule shelter volunteers and community service members.
- Performs other duties of a similar nature or level as required.
- Must be willing to obtain pre-exposure rabies vaccination, and when medically required, revaccination shots.

Knowledge, Skills, And Abilities (position requirements at end of probationary period):

- Ability to read, understand, explain and enforce City ordinances, policies, procedures, regulations, principles and applications;
- Proper utilization of safety equipment and animal control equipment; ability to follow current safety practices;
- Effective oral and written communication skills, proper grammar, spelling and editing skills;
- Above average customer service techniques and phone etiquette, including conflict resolution.
- Knowledge of City geography and street locations;
- Knowledge of animal behavior, how to care for animals,
- Ability to recognize common animal diseases and their symptoms;
- Knowledge of occupational hazards and safety precautions of work around animals.
- Ability to use a variety of office equipment and related computer applications and programs effectively and efficiently;
- Ability to timely prepare well-written, clear, concise, and well-substantiated reports.
- Ability to work in varying weather conditions;
- Ability to communicate properly through and operate a two-way radio;
- Ability to efficiently and effectively work independently and as part of the animal control team.

QUALIFICATIONS

Education and Experience:

- High School Diploma or General Equivalency Diploma (G.E.D.)
- Prefer specialized training in animal control and handling or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.
- No experience required.

Special Requirements:

- Valid Driver's License

ANIMAL CONTROL OFFICER

WORKING CONDITIONS

- Positions in this class typically require reaching, grasping, talking, hearing, seeing and repetitive motion, prolonged sitting, standing, walking, handling moderate weight objects (must be able to lift 50- 100 pounds frequently);
- Environment can be dirty, wet and humid;
- Exposure to unpleasant odors, loud noises and chemicals.
- Work requires restraining, lifting and carrying animals and cages; stooping, bending and lifting.
- Animals are inherently unpredictable, potential of animal bites and scratches. Exposure to dangerous, vicious and sick animals.
- Exposure to a variety of animal related disease and infestation of insect pests such as fleas, ticks, etc.
- Exposure to animal feces, urine, vomit and saliva.
- Ability to work flexible hours, including evenings, weekends, and holidays as required.

Classification: Grade 12

FLSA: Non-Exempt

Updated to new format and reclassify to Class II, Grade 2 (425 points) 5/22/18

Reviewed by: Police Chief Dassinger, Dana Becker (Public Safety Support Supervisor), Michele Thompson (Animal Control Supervisor), Shelly Nameniuk (HR Coordinator)

Approved by: City Commission 6/19/2018

Updated: 05/25/21 by Dana Becker, Chief Dassinger, HR Nameniuk, 4/8/24 by Mike Hanel, HR Nameniuk