



CITY OF CITRUS HEIGHTS

ANIMAL SERVICES OFFICER I/II

DEFINITION

Under direction, performs a variety of duties involved in the enforcement of various City and state Animal Services ordinance, regulations, and laws governing the care and keeping of livestock and wild and domestic animals in the City; investigates complaints regarding nuisance, stray, uncontrolled, dangerous, wild or diseased animals and issues appropriate citations; transports animals to City designated shelter; prepares written reports for prosecution of local ordinances and state law; provides public information and education to citizens and community groups regarding animal services; and performs other duties related to humane animal protection and control.

DISTINGUISHING CHARACTERISTICS

Animal Services Officer I – This is the entry level class in the Animal Services Officer Series. It is distinguished from the Animal Services Officer II by the performance of the more routine tasks and duties assigned to positions within the series. Incumbents at this level work under general supervision as they learn the full range of job duties.

Animal Services Officer II – This is the journey level class in the Animal Services Officer Series. It is distinguished by the performance of the full range of duties as assigned. Incumbents 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. Positions in this class are flexibly staffed and are normally filled by advancement from the I level class, or when filled from the outside, require directly related experience.

SUPERVISION RECEIVED AND EXERCISED

Animal Services Officer I – receives immediate supervision from upper level staff. May exercise functional and/or technical supervision to lower level staff.

Animal Services Officer II – receives general supervision from management staff; may exercise functional and/technical supervision to lower level staff.

EXAMPLES OF DUTIES - *Duties may include, but are not limited to, the following:*

Enforces applicable Animal Services codes and licensing ordinances; issues citations for violations of applicable regulations; files criminal complaints with City Attorney or District Attorney; testifies in court or administrative hearings regarding citations and disposition of complaints as necessary.

Responds to and conducts the investigation of complaints regarding animal cruelty and abuse.

Patrols area to capture and confine wild, stray and unlicensed animals; impounds sick, injured, stray, poisonous, dangerous, or trapped domestic and non-domestic animals; removes and disposes of dead animals from public and private properties; quarantines and disposes of animals as appropriate; transports animals.

Investigates complaints from the public and other agencies regarding nuisance, stray, uncontrolled, dangerous, wild or diseased animals.

Investigates animal bites, arranging for appropriate identification and quarantine.

May perform and/or assist in the euthanasia of animals.

Examines animal licenses for validity and issues warning notices and citations to delinquent owners; solicits payments and collects fees for animal licenses; issues receipts; maintains paper and/or electronic records.

Works with other governmental agencies in the enforcement of Animal Services laws and regulations.

May assist law enforcement personnel when control/capture of vicious dogs is necessary during high risk operations.

Responds to and resolves difficult and sensitive citizen inquiries and complaints.

Interprets laws, regulations, codes, and provisions for Animal Services staff and the general public.

Operates and maintains a variety of animal services tools and equipment including humane traps, mobile radios, tranquilizer gun/rifle, and related animal services tools and equipment; keeps equipment and vehicle in clean and healthful condition to accept impounded animals.

Assists in the development of new program elements and program modifications as necessary to meet goals and objectives; monitors and coordinates the daily operation of assigned program areas; and performs analytical work and maintains appropriate records and statistics.

Assists in the development and implementation of Animal Services Division goals, objectives, policies and procedures.

Provides public information and education to citizens and community groups regarding animal services policies and procedures; gives public presentations as necessary; educates the public on laws, codes, ordinances, and policies relating to the care and control of animals.

Coordinates Animal Services activities with those of other divisions and outside agencies and organizations.

Work scheduled and emergency overtime; be available for on-call/stand-by and call back, as required; and to change work periods and work days dependent on operational requirements of the City.

Oversees and participates in the preparation of a variety of written reports, memoranda, and correspondence related to Animal Services activities; maintains records concerning operations and programs; prepares reports on operations and activities.

Prepares and recommends revisions to City codes and ordinances; monitors and analyzes applicable program legislation and determines the impact of new laws and regulations.

Prepares and presents staff reports and other correspondence as appropriate and necessary.

Attends and participates in professional group meetings; maintains awareness of new trends and developments in the field of Animal Services; incorporates new developments as appropriate into programs.

Participates in the preparation and administration of the animal services program budget; submits budget recommendations; monitors expenditures.

Performs related duties as required.

MINIMUM QUALIFICATIONS

Animal Services Officer I

Knowledge of:

Physical and behavioral characteristics of common breeds of domestic animals and symptoms of common animal diseases.

Basic species and breed identification of a variety of animals.

Principles and practices of animal care and first aid.

Operations, services, and activities of Animal Services programs.

Methods and equipment used in handling various types of small and large animals, birds, reptiles, and livestock.

Effective customer service and public relations practices.

Pertinent federal, state, and local laws, codes, and regulations related to animal services.

Pertinent state and local codes, ordinances, laws, regulations governing licensing, quarantine, impounding, care, adoption, releasing and disposal of animals (domestic, exotic, wild).

City services and organizational structure as they relate to animal services.

Departmental Animal Services/humane treatment policies and procedures.

Principles and procedures of record keeping.

Principles of business letter writing and basic report preparation.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Basic arithmetic.

Principles and practices of work safety.

Ability to:

Perform a variety of Animal Services activities.

Operate a variety of Animal Services equipment in a safe and effective manner including instant release control poles, animal grasper, animal traps, raccoon/skunk boxes, animal gauntlets, snappy snares, snake tongs, dog leads, tranquilizer guns, injection equipment for humane euthanasia, and other equipment for control and capture purposes.

Learn to assess animal behavior and make effective decisions regarding handling, capturing, or destroying the animal under stressful or emergency situations.

Learn to identify symptoms and behavior associated with rabies and other common animal diseases.

Safely operate assigned animal services control motor vehicle.

Enforce Animal Services rules and regulations.

Use independent judgment and initiative in accomplishing work assignments.

Understand and follow oral and written instructions.

Develop written materials related to Animal Services activities for dissemination to the public.

Prepare clear and concise reports.

Make simple arithmetical calculations.

Learn to participate in the preparation and administration of assigned budgets.

Learn to obtain information through a variety of interview techniques.

Learn the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

Learn to understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Plan and organize work to meet changing priorities and deadlines.

Work cooperatively with other departments, City officials, and outside agencies.

Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, City staff, or other agencies on issues in area of responsibility.

Use principles of effective office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.

Operate a personal computer with proficiency and familiarity.

Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.

Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.

Foster an environment that embraces diversity, integrity, trust and respect.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Be an integral team player, which involves flexibility, cooperation and communication.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

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

Experience:

One year experience working in an Animal Services agency or humane society as an Animal Services/humane officer with responsibilities including the enforcement of laws and the handling of various animal species, both wild and domestic.

Training:

Equivalent to completion of twelfth grade. College level coursework in animal health technology, animal husbandry, animal science or closely related field is desirable.

License or Certificate:

Possession of a valid, California driver's license.

Possession of, or ability to obtain, an approved P.C. 832 Certificate within three (3) months of hire or as determined by the employer.

Possession of a certificate of completion of Euthanasia by injection, or ability to obtain within three (3) months of hire or as determined by the employer.

Completion of Level 1 Training by the National Animal Control and Humane Officer (NACHO) Training Academy, or the equivalent is highly desirable.

Animal Services Officer II

Knowledge - *in addition to that required by Animal Services Officer I listed above:*

Procedures involved in methods and techniques of conducting and documenting field investigations, including collecting and cataloging evidence.

Basic principles and practices of municipal budget preparation and administration.

Advanced communication and conflict management skills.

Effective research and report writing.

Ability to – *in addition to the requirements of Animal Services Officer I listed above:*

Coordinate and direct Animal Services programs.

Assess animal behavior and make effective decisions regarding handling, capturing, or destroying the animal under stressful or emergency situations.

Identify symptoms and behavior associated with rabies and other common animal diseases.

Obtain information through a variety of interview techniques.

Appropriately interpret applicable codes, ordinances and regulations and apply interpretations to a variety of challenging, unique and difficult situations.

Understand the organization, operation and services of the City and the Animal Services division; interpret and apply general and specific administrative and departmental policies and procedures.

Analyze, recommend and communicate appropriate solutions to complex and/or sensitive problems; appear in court and give testimony if required.

Maintain accurate, complete case files for hearings and court proceedings including all required documentation.

Manage difficult customer complaints, public contacts and site visits; deal effectively, courteously and productively with angry and upset customers and members of the public.

Assist in the development and monitoring of an assigned program budget; project, track and reconcile expenses.

Develop and recommend goals, objectives, policies and procedures for animal services; interpret and apply administrative and department policies, laws and rules; analyze situations carefully and adopt an appropriate, effective course of action.

Coordinate and communicate with multiple departments and outside agencies in an effective manner.

Make presentations to community groups.

Effectively represent the City to outside individuals and agencies to accomplish the goals and objectives of the unit.

Experience and Training:

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

Experience:

Two years of responsible Animal Services experience with responsibilities including the enforcement of laws and handling of various animal species, both wild and domestic.

Two years of administrative and/or supervisory experience desirable.

Training:

Equivalent to completion of twelfth grade is required.

Supplemental courses in animal health technology, animal husbandry, animal science or a closely related field is highly desirable.

License or Certificate:

Possession of a valid California driver's license.

Possession of a POST approved P.C. 832 Certificate.

Possession of a certificate of completion of Euthanasia by injection, or ability to obtain within three (3) months of hire or as determined by the employer.

Completion of Level I Training by the National Animal Control and Humane Officer (NACHO) Training Academy, or the equivalent.

Completion of Level II Training by the National Animal Control and Humane Officer (NACHO) Training Academy, or the equivalent is highly desirable.

PHYSICAL/SENSORY REQUIREMENTS

Environment

Work is performed mainly in a field environment requiring travel from site to site with exposure to hot and cold temperatures, inclement weather conditions, a variety of domestic and wild animals, infectious animal diseases, animal wastes, animal bites, and allergens.

Physical

Primary functions require sufficient physical ability and mobility to travel to various locations, exert physical strength to gain and maintain control of large and often aggressive animals; lift and/or carry objects up to 75 lbs; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach; and twist; to lift, carry, push and/or pull moderate to heavy amounts of weight; to safely operate assigned equipment and motor vehicle; to operate office equipment including use of a computer keyboard, and to verbally communicate to exchange information.

Vision – ability to see, with or without accommodation, in the normal range.

Hearing – ability hear, with or without accommodation, in the normal range.

Working Conditions

May require irregular work shifts including evening, weekend and holiday shift assignments.

May require wearing of department approved uniform and related equipment in performance of duties.

May require on call and/or standby duty. May be required to work scheduled or emergency overtime hours.

Equal Opportunity Employer:

It is the policy of the City of Citrus Heights not to discriminate against qualified employees or applicants because of race, color, religion, gender, sexual orientation, marital status, national origin, ancestry, citizenship, age, medical condition, physical or mental disability, or any other basis protected by law. Qualified individuals with a disability will receive reasonable accommodation, as required by the California Fair Employment and Housing Act (FEHA), and federal laws including the Americans with Disabilities Act (ADA) and Section 504, during any phase of the selection process, providing such request is made to Human Resources at least five working days in advance. Medical disability verification may be required prior to accommodation.

File:	Animal Services Officer
FLSA:	Non-Exempt
Created:	10/01/2011
Revised:	02/14/2014 – revise title from Animal Control to Animal Services
Revised:	09/29/2015 – Update to certification requirements
Revised:	01/05/2016 - Update to Euthanasia certification requirements; update to language regarding expected schedule of work requirements.
Revised	1/12/16 – Update to the National Animal Control Association (NACA) to the National Animal Control and Humane Officer (NACHO)