

**ANIMAL SHELTER SPECIALIST/
ANIMAL CONTROL OFFICER I**

DEFINITION:

Under general supervision, cleans and maintains Town animal shelter facilities; feeds, monitors and handles domestic and wild animals held at the shelter; assists the public in locating and handling animals; enforces state and local laws, codes, and ordinances regarding stray, dangerous, nuisance, and improperly kept domestic, wild, livestock, and exotic animals; investigates complaints and patrols assigned areas; ensures public safety by capturing and caring for animals; and performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Animal Care and Control Manager. Exercises no direct supervision over staff. May provide direction and oversight to volunteers and/or participants in the Work Release program.

CLASS CHARACTERISTICS

This is a “hybrid” classification that performs a variety of journey-level duties at the animal shelter facility as well as basic animal control officer duties in the field. Duties are related to the care of animals, maintenance and cleaning of the Town’s animal shelter facilities, interacting with the public while showing animals for adoption and advising of laws and ordinances. Incumbents enforce state and local laws related to the control of animals and euthanize animals. Incumbents initially are given detailed supervision in learning the techniques of animal care, control and protection work. As experience is gained, assignments become more varied, complex, and difficult and close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Receives stray, unwanted and other domestic and wild animals at the Town animal shelter from Animal Control Officers and the public.
- Monitors animals for signs of illness or injury and reports symptoms to appropriate staff.
- Places animals in appropriate shelter areas according to species and special requirements, such as quarantine or isolation pending identification of diseases; notifies supervisor or other staff members if an animal needs immediate veterinary care.
- Scrapes, washes, disinfects and dries kennel runs; cleans, changes and disinfects cage linings.
- Feeds and provides water for animals; bathes animals and performs related animal grooming and care.
- Provides effective customer service; explains shelter policies and procedures, as well as various laws, codes and ordinances governing animal care and control.
- Assists the public in claiming lost animals or selecting pets for adoption; issues new and renewed dog licenses; collects various fees and fines and prepares daily deposits; maintains related records.

- Collects fees for animal control services and dog licenses; issues receipts and maintains records of daily activities.
- Assists with medical care, euthanasia and disposition of injured, unwanted, unclaimed, sick or aged animals.
- Maintains records and completes forms regarding the location, care, feeding and disposition of shelter animals.
- Directs and assists community service workers, as assigned, in the handling of animals and performance of animal shelter work.
- Performs routine custodial and grounds maintenance work in the cleaning and maintenance of shelter buildings and grounds.
- Stocks animal food and shelter supplies; maintains inventory records.
- Assists in opening and closing shelter facilities at designated times of day.
- Performs general clerical work as required, including but not limited to preparing reports and records, entering and retrieving computer data, copying and filing documents, answering the telephone, etc.
- Patrols assigned areas of the Town to monitor and enforce compliance with state and local laws, codes, and ordinances related to the care and control of domestic, livestock, and wild animals; issues citations for violations of applicable regulations.
- Investigates complaints from the public and other agencies regarding nuisance, stray, uncontrolled, dangerous, wild, or diseased animals.
- Captures and impounds unlicensed, stray, domestic, and uncontrolled animals using proper equipment, tools, and techniques in a safe and effective manner; transports animals to shelter, veterinary facilities, and/or owners; arranges for proper containment and humane care.
- Picks up dead or injured animals; provides aid to injured animals.
- Establishes and maintains positive community relations through programs, demonstrations, and public assistance regarding shelter and humane animal services, including wildlife issues, adoption procedures, and enforcement of animal laws, codes, and ordinances; and answers specific and general questions.
- Follows up on investigations on previously issued notices, citations, service requests, public nuisance animals, abandoned animals, and habitual violators.
- Answers questions regarding the enforcement of animal services, regulations, adoption, and licensing policies and procedures. Works closely with Sheriff and Fire Departments for animal assistance. Conducts field euthanasia as needed.
- Assists other Town departments and area agencies with animal related issues.
- Attends training, meetings, and workshops as required to enhance job knowledge and skills.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of animal behavior and humane care.
- Methods and techniques for handling and caring for wild and domestic animals.
- Behaviors and disposition of various breeds of dogs, cats, and other domestic and wild animals.
- Basic principles and practices of species and breed identification of a variety of domestic and common wild animals.
- Symptoms and behavior associated with rabies and other common diseases of animals.
- Occupational hazards and standard safety practices necessary in the area of animal services.
- Federal, state, and local laws, codes, and ordinances pertaining to the control, care, handling, treatment, and impounding of animals.

- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town staff.

Ability to:

- Capture, handle, and control animals in a humane and compassionate manner.
- Respond calmly and effectively in emergency and stressful situations.
- Assess animal behavior and make effective decisions regarding handling, capture, or destruction of the animal.
- Learn court procedures and operations.
- Learn search, seizure, and arrest procedures and laws.
- Learn to administer euthanasia by lethal injection.
- Read maps and follow directions.
- Safely and effectively use and operate equipment and tools required for the work.
- Prepare clear, concise and accurate reports, records, and other correspondence and documents.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Performs basic mathematical computations with accuracy.

Education and Experience:

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

Education equivalent to the completion of twelfth (12th) grade. Additional coursework or training in animal health and behavior, veterinary medicine, and/or animal control is desirable. One (1) year of experience in animal shelter care, animal control, veterinarian assistant or related experience in the humane care and handling of animals.

Licenses and Certificates

- Possession of a valid Class C Driver's license and a satisfactory driving record.
- Valid euthanasia certification as required by California Code of Regulations, Title 16, Sec. 2039.
- Possession of a valid certificate of training in powers of arrest, search and seizure procedures per California Penal Code 832.
- Possession of current First Aid and CPR Certificates.

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, to inspect various Town sites, and to walk on uneven terrain; vision to read printed materials and a computer screen; and hearing and speech to communicate in person,

before groups, and over the telephone. This is primarily a shelter classification with frequent standing in work areas and walking between work areas with field duties typically accounting for less than 40% of the employee's overall duties. Wrist flexion and lateral rotation are necessary in combination with grasping to handle a snare and leash. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull animals of 100 pounds, as necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees work both inside the shelter as well as outside with exposure to loud noise levels and may be exposed to inclement weather conditions, animal hair, dust, and potentially hazardous physical substances. Work involves potential exposure to wild, dangerous, and/or diseased animals, animals known to cause allergies, animal waste, and animal bites. Employees may interact with upset residents and/or public and private representatives in interpreting and enforcing state and local laws, codes, and ordinances as well as departmental policies and procedures.

WORKING CONDITIONS

Must be available for evening, weekend, on-call or emergency calls.

DISASTER SERVICE WORKER

All Town employees are, by State and Federal law, Disaster Service Workers. The roles and responsibilities for Disaster Service Workers are authorized by the California Emergency Services Act and are defined in the California Labor Code. In the event of a declaration of emergency, any employee of the Town may be assigned to perform activities which promote the protection of public health and safety or the preservation of lives and property. Such assignments may require service at locations, times, and under conditions that are significantly different from the normal work assignments and may continue into the recovery phase of the emergency. If a "Local Emergency" is declared during the employee's shift, the employee will be expected to remain at work due to the emergency needs of the community. If a "Local Emergency" is declared outside of the employee's shift, the employee must make every effort to contact his/her direct supervisor or department head to obtain reporting instructions as a Disaster Service Worker.