General Statement of Duties

Performs full performance work enforcing local and regional laws concerning the care and treatment of animals, investigates complaints of non-compliance with animal ordinances and laws, acts as a court liaison on violations pertaining to the issuance of legal summonses, and provides education to the public regarding animal care, safety, and welfare.

Distinguishing Characteristics

This class performs full performance animal control and enforcement work. This work may be very emotional charged for animal control investigators as well as animal owners and others. Animal control investigators respond to calls from citizens about stray animals, suspected animal cruelty, or deceased animals, and interviews those who have witnessed animal cruelty or attack. Requires employees to occasionally assist in the raising or lowering of objects up to 150 pounds.

There are two classes in the animal control series. The Animal Control Investigator II is a full performance class and the Animal Control Investigator I performs entry level enforcement work while receiving training in the practices, procedures, and laws of animal care, control, and enforcement methods and techniques, works under close supervision, and as an employee gains experience, assignments expand in complexity and scope.

The Animal Control Investigator II class is distinguished from the Animal Control Investigation Supervisor class that performs supervisory duties over animal control employees who enforce local and regional laws concerning the care and treatment of animals, investigate complaints of non-compliance with animal ordinances and laws, perform court liaison duties pertaining to the issuance of legal summonses, and provide education to the public regarding animal care, safety, and welfare.

Guidelines, Difficulty and Decision-Making Level

Procedures, methods, and techniques to be used are well established with options to be considered well defined. Tools, work aids, and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Duties assigned are primarily routine, repetitive, and restricted in intricacy with little or no discretion in how they are carried out.

Level of Supervision Received & Quality Review

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

Interpersonal Communication & Purpose

Contacts with the public or employees where factual information relative to the organization or its functions are received relayed, or a service rendered according to established procedures or instructions.

Level of Supervision Exercised

By position, performs lead work over Animal Control Investigator I positions.
Essential Duties

Responds to complaints about inappropriate animal behavior, enforces rabies vaccination and licensing requirements and dog leash laws, and collects, impounds, and cares for animals. Issues legal summonses to leash law violators, owners of unvaccinated and unlicensed dogs, and other violations.

Acts as a court liaison and works with the City Attorney’s Office and the District Attorney’s Office concerning cases of animal cruelty, neglect, abuse, and/or abandonment.

Testifies in court on violations related to the issuance of legal summonses to leash law violations, cruelty cases, bite cases, and other legal violations.

Provides education to community groups, schools, and the public regarding responsible pet ownership, proper pet care, safe human-animal interactions, and answers questions and explains rules, policies, and regulations pertaining to animal control ordinances.

Respond to calls concerning injured animals, identifies sick or diseased animals, and takes precautions to prevent the spread of disease to other animals or humans.

Investigates reported dog bite incidents and quarantines animals when necessary.

Returns animals to owners when the owner can be identified using city issued tags, micro-chips, or information from neighbors before an animal is taken to the shelter.

Administers vaccinations to animals and performs euthanatize on animals that are severely injured or have rabies.

Maintains accurate and complete daily log of all related activities such as calls received for each shift, impoundments, and the disposition of animals, and prepares reports.

Operates vehicle and two-way radio in the performance of duties. Cleans and makes minor repairs to facilities and equipment as assigned.

By position, performs lead work over Staff Animal Control Investigators including resolving problems and determining solutions, assisting with the training and development of staff, providing performance feedback, and documenting situations which may be cause for disciplinary action.

Actively participate on the Department’s emergency preparedness and response team(s) to support meeting the Department’s public health and environmental responsibilities outlined in the City’s Emergency Operations Plan.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.
Oral Communication – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

**Knowledge & Skills**

Knowledge of investigation techniques sufficient to be able to conduct comprehensive investigations.

Knowledge of safety hazards and necessary safety precautions sufficient to be able to establish a safe work environment for self and others.

**Education Requirement**

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

**Experience Requirement**

One (1) year of experience at the type and level of a Animal Control Investigator I.

**Education & Experience Equivalency**

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

By position, requires a valid Driver’s License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Potential exposure to odors in animal areas.

Potential exposure to toxic chemicals.

Extreme Cold: Temperature cold enough to cause marked bodily discomfort.

Extreme Heat: Temperature hot enough to cause marked bodily discomfort.

Wet: Frequent contact with water or other liquid.

Hazards: Conditions where there is danger to life, body, and/or health.

Handles emergency or crisis situations.

Occasional pressure due to multiple calls and inquiries.

Pressure due to multiple calls and inquiries.

Works in proximity to cavity dwelling mammals and stinging insects.

Handles absentee replacement on short notice.

Subject to varying and unpredictable situations.
Level of Physical Demand

4-Heavy (50-100 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Bending/Twisting: Bending and twisting in the rescue capture of animals.
Climbing/Balancing: Climbing walls, fences and other obstacles and balancing.
Crawling: Crawling in tight, cramp spaces to rescue, trap or capture animals.
Endurance: Exert physical efforts to restrain animals for a substantial period.
Fine Dexterity: Coordinate eye-hand to operate a vehicle, reach, hold, grasp and turn objects.
Handling: Handle domesticated feral animals, wildlife, birds, reptiles, bats, etc.
Hearing/Talking: Hear and determine direction of sound.
Kneeling/Crouching: Kneel and crouch in locating and capture of animals.
Lifting: raising or lowering objects weighing no more than 100 occasionally, and 50 pounds frequently, from one level to another.
Lifting/Carrying: Lift/carry live and dead animals up to 100 pounds, food, water, traps and cages, and wearing a utility belt weighing up to 10 pounds.
Neck Flexion: Moving neck upward/downward.
Oral Comprehension
Pushing/Pulling: Push/pool animals, kennel, equipment, etc.
Reaching/Handling: Lifting and handling traps and cages, animal foods, equipment.
Running: To sprint for 60 seconds in pursuit of an animal.
Sitting: In sitting position to write a report, vehicle patrol, and the public contact.
Standing/Walking: Patrol and the public contact.
Vision: To observe animal behavior, read signs, and reading colors.

Background Check Requirement

Criminal Check
Employment Verification
By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: N-617
FLSA Code: N
Management Level: 10
Established Date: 9/21/2018
Established By: Lori Schumann
Revised Date: 6/30/2019
Revised By: Lori Schumann
Class History:
6/30/19 – Added emergency response language to essential duties.