General Statement of Duties

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.

Distinguishing Characteristics

This class performs entry level 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 interview 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 I is an entry level class and the Animal Control Investigator II 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.

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 is relayed and/or provides a service according to established procedures or instructions.

Level of Supervision Exercised

None

Essential Duties

Learns about responding 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.

Learns and assists with responding to calls concerning injured animals, identifies sick or diseased animals, and takes precautions to prevent the spread of disease to other animals or humans.
Assists with the investigation of 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.

Learns to administer vaccinations to animals.

Performs compassionate and humane euthanasia on animals after receiving training and proficiency testing according to shelter protocols and completes required euthanasia paperwork.

Learns to maintain 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 performance of duties.

Cleans and makes minor repairs to facilities and equipment as assigned.

Performs increasingly more responsible work as the employee gains experience and independently performs assigned duties.

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**

Delivering Results and Meeting Customer Expectations - Focuses on customer needs and satisfaction. Sets high standards for quality, quantity and timelines. Consistently achieves project goals

Leading and Coaching - Provides others with a clear direction, motivation, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

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.

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.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

**Knowledge & Skills**

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

Knowledge of the facility conditions sufficient to be able to supervise maintenance and repair of facilities and equipment.
Knowledge of safety practices and precautions sufficient to be able to supervise, train, and provide safety instructions to subordinates and others and to recognize and correct hazardous situations.

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

**Experience Requirement**
One (1) year of experience performing customer service and/or public contact work explaining policies and procedures.

**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-615
FLSA Code: N
Management Level: 10
Established Date: 9/21/2018
Established By: Lori Schumann
Revised Date:
Revised By:
Class History: