General Statement of Duties

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.

Distinguishing Characteristics

This is a supervisory class over Animal Control Investigators and Staff Animal Control Investigators. This work may be very emotional charged for Animal Control staff as well as animal owners and others.

There are two classes in the animal control series. The Animal Control Investigator is a full performance class that enforces 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.

The Staff Animal Control Investigator 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.

Guidelines, Difficulty and Decision-Making Level

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

Level of Supervision Received & Quality Review

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

Interpersonal Communication & Purpose

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised

Supervises two or more Animal Control Investigators.
## Essential Duties

Provides day to day leadership and works with staff to ensure a high-performance service environment that enforces local and regional laws concerning the care and treatment of animals and recommends process improvements and changes in practices and procedures to increase operating efficiency and expedite work flow.

Plans, assigns, and evaluates the work of animal control staff members, provides technical expertise to staff, and establishes unit and staff work goals and objectives.

Trains staff members on local and regional laws and ordinances, testifying in court, and providing training to the public on the responsibilities of pet ownership and proper pet care and orients new staff with policies, procedures, and practices.

Supervises the issuance of legal summonses regarding various animal control violations and testifies in court on law violations involving cases of animal cruelty, neglect, abuse, and/or abandonment.

Supervises the maintenance and repair of the Animal Shelter facilities and equipment.

Maintains detailed daily reports of control activities and animal inspections, ensures that staff prepares comprehensive records, reports, and documentation that complies with standards and requirements.

Implements safety standards and develops procedures to ensure compliance.

Develops or modifies work plans, methods, and procedures and determines work priorities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution including escalations from clients.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Performs euthanatize on animals that are severely injured or have rabies.

Operates vehicle and two-way radio in performance of duties.

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.

City and County of Denver
**Competencies**

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

Influencing - Collaborates with, persuades and influences others.

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.

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

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**

Three (3) years of experience at the type and level of an Animal Control Investigator.

**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/pull 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

- **Labor and Trades Supervisor**

### Probation Period

Six (6) months.
# Class Detail

Pay Grade: N-620  
FLSA Code: N  
Management Level: 7  
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.