

PET LICENSE OFFICER

This is responsible information and regulation work in the area of pet licensing and pet facility licensing.

Incumbents within this classification are responsible for acquainting the public with pet licensing requirements through considerable work in the field. Incumbents canvas neighborhoods and, when pets are in evidence, check computer listings of licensed pets. Contact is initiated with residents with unlicensed pets in order to inform them of the licensing requirements and to issue licenses. The incumbents inspect and license pet boarding or breeding facilities (the facilities designation is based upon the presence of pets in excess of specified number). Incumbents respond to complaints related to licensing and facilities.

In addition, the Pet License Officers may perform the work of Animal Control Officers when vacations and sick leave dictate.

Incumbents are, because of this work, commissioned by the County Sheriff's Office with authority to enforce all portions of the Animal Control Ordinances.

The Pet License Officers, as a part of the licensing functions, maintain files and records, write reports and plan field contact work and daily activities. Work within the field requires that the incumbents drive county vehicles and perform routine care and maintenance such as checking oil and fluid levels, air pressure and mileage.

Personal contacts are a major element in carrying out the duties and responsibilities of the classification. Contact is primarily with the public in communicating licensing requirements, issuing licenses, responding to complaints and receiving and giving facts and information. Contacts are also with department staff, groups and organizations.

CLASSIFICATION DISTINCTIONS

The Pet License Officers are distinguished from the Animal Control Officers in that their responsibility is in the area of licensing requirements and enforcement. Unlike the Animal Control Officers, the Pet License Officers are not normally required to handle or restrain animals nor to perform euthanasia.

Incumbents report to the Animal Control Manager who defines goals and performance levels expected. The incumbents work with considerable independence in the area of canvassing neighborhoods and follow standard procedures in investigating and reporting on complaints. Assignments may be received from the Manager at any time based upon priority need.

Work is generally reviewed through examination of licensing activity, or when complaints or issues are of such a nature that the supervisors presence is required. Positions of this classification do not supervise the work of others.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

- Surveys neighborhoods while driving a County vehicle; where pets are present, verifies compliance with licensing regulations by checking computer listing.
- Contacts non-compliant owners in person or through the mail in order to inform of licensing regulations and potential for warning citations.
- Inspects facilities boarding more than nine dogs and issues animal facilities licenses; responds to complaints regarding facilities and insures compliance with regulations for animal facilities.
- Issues pet licenses in the office or in the field; accounts for funds received and documents processed.
- Responds to, investigates and resolves complaints and reported problems related to pet licensing.
- Issues citations or warning citations for violations of pet licensing regulations.
- Writes reports and maintains records of pet licenses and citations issued, contacts made and follow-ups required.
- Performs the work of the Animal Control Officer during absences.
- Operates county vehicle when canvassing in the field which includes checking fluid levels, air pressures, lights and other routing maintenance checks.
- Performs related duties as assigned.

QUALIFICATIONS

- Two years experience in public or customer service involving interpretation and explanation of established rules and regulations and considerable personal contact;

- OR -

- Post secondary educational course work in law enforcement, public relations or a related field may substitute for one year of the required experience (one year equals 45 credit hours);

- AND -

- Must have evidence of safe driving record as determined by employer background check.

Knowledge of...county roads and locations; animal licensing laws, regulations, policies and enforcement procedures; English grammar, spelling punctuation and diction; vehicle and traffic safety laws; animal control methods, techniques, laws, regulations policies and procedures.

Ability to...communicate orally and in writing; comprehend and convey applicable laws, codes, ordinances and procedures; exercise tact and courtesy in explaining and enforcing licensing regulations; establish and maintain effective working relationships with staff, other departments, agencies and the public; maintain accurate records and prepare periodic reports.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Incumbents perform the majority of the assigned work outdoors in all weather conditions. The work may involve hazardous driving conditions, situations involving human conflict and verbal abuse. Record keeping and files maintenance aspects of the work are performed in an office setting.

Office use: 6/22/00