

ANIMAL CONTROL OFFICER, LEAD

JOB PURPOSE AND SUMMARY

This is lead work in addition to investigative, public service, information and enforcement work for the County Animal Control Program. Incumbent receives, analyzes, responds, investigates and resolves issues related to city, county and state codes, ordinances, RCW's affecting the public, property and/or animal safety and welfare, as well as provides technical and physical assistance to other Animal Control Officers.

Work involves frequent public contact, in response to reports of animal control, safety and/or welfare issues, as well as public information sharing of RCW's, codes and ordinances of the city, county and state. The incumbent manages a daily work load as well as provides advice, administrative, technical and physical assistance to 3-6 Animal Control Officers on an as needed basis. Work includes many aspects of animal (domestic, wildlife and exotic) management including : investigation, apprehension, confinement and transportation of live animals; removal of dead animals and euthanization of animals for the purpose of protecting the safety of the public, limiting property damage and protecting the welfare of animals. IN addition, incumbent works directly in a public service role to take complaints and reports, research and resolve disputes and meet the departmental objectives of animal welfare and public safety. The work is normally performed outside. Incumbent must operate and maintain a County Animal Control Van, possess an understanding of county roads and read a map proficiently. Essential to the role is the ability to work alone in inclement weather; under physical stress and areas of human conflict based on the nature of the issue. Incumbent must have demonstrated skills in human relations, dispute resolution, and a willingness to apply independent judgment and decision making to resolve non-routine issues that may arise. At management's direction, incumbent may also act in capacity of Pet License Officer.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES:

- Responds to routine and non-routine problems, questions or issues, reported by the public, conducting an investigation using either telephone contact, written communication or personal visit to location of reported concerns. Incumbent may travel to locations throughout the county, using a County Animal Control vehicle, to research and resolve the reported issue as outlined by departmental procedures.
- Researches or investigates allegations of code or ordinance violations throughout the County. Recommends and takes the appropriate level of corrective action including: providing public with information on rules and regulations; negotiating resolutions; apprehension of animals; issuance of citations, warnings and possibly action up to and including recommendations for prosecution. At times, the leadworker must exercise considerable discretion and independent judgment, especially in those situations with no clear precedents.

- Monitors and evaluates the work of assigned Animal Control Officers performance, provides advice, training and assistance and may assume responsibility for a case or situation that is more complex or has become difficult for an assigned officer.
- Assists department manager in development of employee performance standards, monitors for compliance, reports exceptions to manager. May act in a supervisory relief capacity for daily field operations during manager's absence.
- Responds to emergency situations within the scope of the County Animal Control Program. Mediates issues or disputes involving citizens, animals and/or neighborhoods and is the focal point between officers and outside agencies. Creates, maintains and monitors files on daily activity, areas of concern, issues and disputes.
- Prepares written and oral communication which require a public speaking ability, basic English, grammar, punctuation, report and letter compilation skills using office equipment including a computer or word processor.
- Reviews cases recommended for prosecution. Acts as department advocate or representative on cases being litigated for civil infractions including review of documentation; maintains litigation or prosecution files.
- Performs and administers programs as directed by management including records management and custodian of evidence files.

QUALIFICATIONS:

Education and Experience:

Three years experience as an Animal Control Officer or three to five years experience in public or customer service involving heavy personal contact, interpretation and explanation of rules and regulations, working in animal welfare or humane society, veterinary office, or kennels.

- OR -

Post secondary education course work in veterinary science, law enforcement, public relations or related field may substitute for one year of required experience (one year equals 45 credit hours).

- AND -

Must have evidence of prior safe driving record as determined by employer background check, hold and maintain a valid state drivers license and safe driving record.

- AND -

Finalists must pass a physical examination by a physician of the County's choosing. Must obtain and retain CPR and First Aid certificates.

Knowledge of...Departmental procedures, goals, objectives; supervisory and motivational techniques; conflict resolution; crisis intervention; computer operations and basic veterinary science training.

Ability to...Lift and move 5 - 20 pound animals on a routine basis; be on call for weekend and emergency assistance calls; obtain and apply knowledge of basic animal control methods, techniques, laws, regulations, policies and procedures; operate and maintain a county animal control vehicle; use a two way radio, computer and animal restraint appliances; make non-routine decisions, without supervisory assistance, when situations arise that demand action within established policies but outside the scope of established procedures; maintain the mandate of the department; maintain positive working relationships with the public, superiors, peers, staff and other departments; develop and present public speaking presentations for schools and other public groups; effectively prioritize and manage personal as well as assigned personnel's daily ongoing work loads and maintain departmental objectives.

WORK ENVIRONMENT & PHYSICAL DEMANDS:

Incumbents typically work in an outdoor setting in environments as varied as homes, fields, forests, mountains, deserts, or water; with variations in temperature, climate, smell and noise levels. Environment also includes risk of bodily harm due to large animal containment, threatening vicious animals, venomous snakes and agitated animal owners. Frequent, moderate lifting are standard elements. Stamina and physical agility are essential to operate a county vehicle as well as to capture, restrain and transport animals. There is a high demand for physical fitness. Sight, reading, speaking and hearing are required 100% of the time to accomplish the essential tasks.

Office use 06/19/00