



Animal Services Officer Trainee

SUMMARY

Under direct supervision, learns to implement state, county and local laws pertaining to the treatment and control of animals, learns to enforce a program of rabies, animal control and dog licensing; and performs related duties in the enforcement area as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from assigned supervisory or management personnel. No direct supervision of staff is exercised.

ESSENTIAL FUNCTIONS -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Essential duties and responsibilities **may** include, but are not limited to, the following:*

- Answering complaints regarding stray animals and taking appropriate action.
- Learning the provision of state, county and local laws and regulations related to animal control and licensing.
- Assisting animal control officers in enforcement activities.
- Learning to investigate and follow-up complaints on vicious and stray dogs, injured animals and animals suspected of being rabid; patrolling and canvassing Town in search of stray and unlicensed dogs, injured, sick and unwanted animals.
- Learning to transport and dispose of sick and injured animals.
- Learning techniques involved in restraining and isolating animals suspected of having bitten individuals or suspected of having rabies.
- Performing or assisting with the euthanasia of animals.
- Under direct supervision, assists in annual dog licensing clinics.
- Preparing reports and records.
- Provide appropriate court testimony, dispatching calls on a radio or base station.
- Receiving requests for information and animal control services from citizens and public agencies.
- Will be required to respond to emergency calls during off-duty hours, weekends and holidays.
- Performs additional duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the entry-level in the Animal Services Officer class series. Incumbents of this classification have a wide range of responsibilities that relate to assisting with the enforcement and communication of animal services codes, ordinances, and regulations. Incumbents are expected

to refer matters that do not fit a clear pattern to the supervisor for instructions. This class is distinguished from Animal Services Officer I in that the latter is more experienced, works with more independence and requires more initiative and judgment.

MINIMUM QUALIFICATIONS

Education, Training, and Experience Guidelines

An equivalent combination of training and experience that would provide the required knowledge, skills and abilities may be considered. A typical way to obtain the required qualifications would be:

Equivalent to the completion of twelfth (12th) grade or equivalent and six (6) months paid experience in a veterinary office, animal grooming, animal board and kennel facility or related work involving the care and handling of animals.

LICENSE AND CERTIFICATION REQUIREMENTS

- Valid California class C driver's license with satisfactory driving record and automobile insurance.
- PC 832 of the Peace Officers Training Certificate within one (1) year following employment.
- Must obtain euthanasia certification within one (1) year following employment.

Knowledge of:

- Ability to learn methods and techniques of handling, collection, impoundment, and registration of a variety of wild and domestic animals in various conditions.
- Ability to learn identification of various breeds of dogs, cats, and other domestic and wild animals.
- Ability to learn principles of animal behavior and care.
- Ability to learn principles, practices, methods and techniques of code violation investigation and compliance.
- Ability to learn practices for documenting inspections and correcting violations.
- Ability to learn applicable Federal, State, and local laws, codes, and regulations, including administrative and departmental policies.
- Ability to learn occupational hazards and standard safety practices necessary in the area of animal services.
- Principles of record keeping and reporting.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.
- Techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.

Ability to:

- Recognize normal and abnormal animal behavior.
- Handle potentially dangerous animals in a safe manner.
- Inoculate and medicate animals, after completion of the appropriate training.
- Interpret, explain, apply, and enforce laws, ordinances, and regulations pertaining to animal services.
- Investigate animal care violations and respond to inquiries, complaints, and requests for service in a fair, tactful, and timely manner.

- Access, retrieve, enter, and update information using a computer terminal.
- Interpret and apply applicable Federal, State, and local laws, codes, and regulations, including administrative and departmental policies.
- Prepare, maintain and update accurate and detailed documentation of inspection findings and other written materials, records, logs, and reports.
- Effectively represent the Town in meetings with community groups, property owners, business owners, and the public.
- Operate and maintain a variety of animal services equipment.
- Operate a two-way radio.
- Make accurate mathematic computations.
- Maintain accurate records and files of work performed.
- Understand and carry out oral and written instructions.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with employees and those contacted in the course of the work.
- Respond to emergency calls within 30 minutes while on stand-by duty.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle, to inspect various Town and residential sites, and to walk on uneven terrain; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a field classification with frequent standing in work areas and walking between work areas required. Wrist flexion and lateral rotation are necessary in combination with grasping to handle a snare and leash. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push and pull to perform work. Employees must possess the ability to lift, carry, push, and pull animals of 75 pounds, as necessary to perform job functions

Employees primarily work outside with occasional exposure to loud noise levels and may be exposed to inclement weather conditions, animal hair, dust, and potentially hazardous physical substances. May involve exposure to wild, dangerous, and/or diseased animals, and animals known to cause allergies. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

This position will require working rotating shifts that include, nights, weekends, and holidays.

**FLSA designations cannot be assigned to a class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designation listed above is for general administrative guidelines.*