

ANIMAL CONTROL OFFICER

JOB DESCRIPTION

Classification Responsibilities: An Animal Control Officer's duties include enforcement of City codes and tasks related to the care, control, and licensing of animals within Mesa's boundaries. An Animal Control Officer answers calls and complaints, conducts investigations, gathers information, and issues citations for violations of animal regulations. A major responsibility is the enforcement of City codes such as: leash laws, livestock restrictions, licensing requirements, barking/nuisance and vicious dog ordinances, and Arizona Revised Statutes related to animals. An Animal Control Officer conducts animal rescues and abuse/cruelty/neglect investigations. Authority to issue citations is limited to violations of the City's animal control ordinances. An incumbent writes reports on violations, prepares reports, maintains records of animal bites and quarantines, and notifies involved persons of the outcome. Court testimony may be required against persons cited for violations. An Animal Control Officer works within Mesa's boundaries using a cell phone, radio, laptop computer, and specialized truck to locate stray animals, occasionally bag dead animals for pick up, and impound live animals. This position is also responsible for performing related duties as required.

Distinguishing Features: An Animal Control Officer is expected to exercise considerable initiative to work independently in the field and is expected to organize work assignments to respond to a maximum number of calls. An Animal Control Officer must exercise independent judgment and discretion in dealing with not only a wide variety of pets and wild animals, but also in dealing with pet owners and residents who may be upset, confused, insulting and/or abusive. Work is performed under the general supervision of the Animal Control Supervisor through the review of calls, reports prepared, warnings and citations issued, problems encountered, and overall results achieved. An Animal Control Officer must wear a uniform. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Graduation from high school or GED. Any combination of training, education, and experience equivalent to two years full-time employment involving extensive public contact. Some (6 months - 1 year) experience with enforcement of policies, procedures, rules, and/or regulations. Some (6 months - 1 year) experience working with/handling animals.

Special Requirements. Must possess a valid Arizona Driver's License by hire date. Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph is required. Candidates given a conditional job offer will be required to pass a psychological test battery. Must meet the qualifications to wear a tight fitting respirator by passing a medical evaluation in accordance with CFR 1910.134 by hire or promotion date and must maintain certification. Must receive and maintain ongoing certification on weapons. Must be able to successfully become certified as an Animal Control Officer by a nationally recognized organization such as NACA (National Animal Control Association) within two years of hire date.

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement and random alcohol, drug and/or controlled substance testing as outlined in City policy and procedures.

Preferred/Desirable Qualification. Experience with a personal computer (PC) and digital camera is also preferred.

ESSENTIAL FUNCTIONS

Communication: Communicates effectively and persuasively with the general public, other City employees, management, government agencies, and public officials in order to explain numerous City ordinances, Arizona Revised statutes, violations, and required corrective action pertaining to animal care, control, and licensing. Explains problems, gathers information, and provides options using negotiation skills to resolve complaints. Answers inquiries and provides information in regards to various animal related programs, feral cats, spay/neuter, rabies, vaccinations, etc. Prepares accurate and detailed written documents (warnings, citations, and reports) with clearly organized thoughts and using proper sentence structure, punctuation, and grammar in order to convey the appropriate ordinances, facts, and statements. Prepares for and testifies in court on behalf of the City and State. Interacts with confused, upset, insulting, and argumentative people in a calm and rational manner. Gathers evidence and photographs items pertinent to the investigation. Handles a high volume of cases often including stressful situations and a negative atmosphere. Assists in training new employees. Attends and represents the department at various City and public meetings.

Manual/Physical: Operates a three-quarter ton animal control truck requiring a standard Arizona Driver's License to patrol a designated area and to transport animals. Works in small, cramped areas in order to capture animals. Moves animals weighing up to 100 pounds short distances (2 - 5 feet) vertically in order to lift animals into the animal control vehicle. Works in a variety of weather conditions while capturing animals and enforcing ordinances. Must recognize that animals are unpredictable and often aggressive due to fear and temperament; personal officer safety and the safety of others must be considered. Uses common hand tools such as a hammer, screwdriver, wire, and bolt cutters when necessary to secure gates, fences, and structures. Reads and uses City maps and property descriptions to ensure that properties are not in violation of requirements. Enters data into a PC in order to create on-view activities and maintain accurate public records. Prepares forms, door-hangers, notices, warnings, citations, long form complaints, both misdemeanor and felony, in a legible, timely, and accurate manner. Uses a snare pole and various animal capturing equipment including: a 22-caliber rifle, tranquilizer rifle and pistol, .410 shotgun, nets, traps, ropes, baton, capstun, and tranquilizer darts. Uses specialized, non-routine protective equipment when required to enter areas containing hazardous materials or large amounts of noxious animal excrement to rescue animals or conduct investigations. Operates general office equipment (cell phone, copy machine, PC, facsimile machine, calculator and two-way radio) to perform the functions of the job. Operates a camera in order to photograph animals, animal bite victims, and property for the purpose of gathering evidence to support animal control violations. Distinguishes the full-range of the color spectrum in order to identify various animal breeds and accurately complete impound cards. Detects hazardous situations at work by hearing various animal noises and audible traffic sounds when working near moving traffic. Meets scheduling and attendance requirements.

Mental: Interprets and applies Mesa City Ordinances and the Mesa Animal Control unit's policies and procedures in order to enforce and explain animal control regulations. Prioritizes own work such as picking up sick/injured animals, and responding to animal bite reports and vicious dog calls. Learns to analyze and recognize situations to determine if violations exist. Resolves procedural problems, violations, and interpretations by negotiating, reasoning, and using sound rationale for proper decisions. Conducts research and analyzes ownership, utility records, case history, and court records to contact persons involved and resolve violations. Comprehends and makes inferences from criminal records, documented history, and maps in order to conduct investigations. Plans, coordinates, secures resources, and monitors various special projects as needed. Conducts follow-up when necessary. Coordinates work methods, recommends changes, and participates in implementing those changes with other team members. Prepares oral and written presentations for various audiences. Learns job-related material in a classroom setting regarding public contact skills, safety, and the use of firearms. Learns job-related material through on-the-job training regarding dispatch procedures, the careful handling of animals, and the use of animal capturing equipment.

Knowledge and Abilities:

Knowledge of:

basic writing skills and the English language;
the City of Mesa ordinances and Arizona Revised Statutes pertaining to animal care, control, and licensing;
some procedures/practices for capturing and handling a variety of wild and domestic animals;
the general principles of animal behavior;
and
the City's geography (streets and landmarks).

Ability to:

maintain a high volume of work output with minimal supervision;
use initiative and independent judgment to determine if a violation exists and the appropriate follow-up action to take place;
conduct follow-up investigations to ensure that violations are corrected;
gain voluntary cooperation of the resident against whom the enforcement action is being considered in order to determine whether a violation has taken place;
enforce City and State codes through the use of an appropriate level of explanation and presence of authority in order to gain agreements on compliance deadlines and avoid court action when possible;
inspect sites to determine if there is a violation and if the violation is corrected;
operate a PC to access information in order to conduct research and create and maintain accurate public records;
read and use City maps and property descriptions, to ensure compliance with ordinance requirements;
work with a minimum amount of supervision in prioritizing work by choosing among and scheduling such tasks as the following: responding promptly to complaints and collecting evidence for enforcement;
interview persons involved in a complaint and make proper disposition or direct them to proper authorities;

prepare reports, issue citations when legal action is necessary, and appear and testify in court on behalf of the City and State;
deal with the general public tactfully and courteously;
operate the City vehicle in a safe and law abiding manner in accordance with traffic regulations;
and
establish and maintain effective working relationships with management, coworkers, and other City and County law enforcement and/or animal control staff.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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EEO-PSW

JOB FCTN-GEN

INCREMENTS 47-200

PAY GRADE: 41

IND-8831

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