

ANIMAL CONTROL SPECIALIST

JOB DESCRIPTION

Classification Responsibilities: An Animal Control Specialist performs clerical support duties and a variety of code enforcement and customer service tasks related to City and Arizona State codes and ordinances regarding the licensing, care, and control of animals for Animal Control. An employee in this class answers a heavy volume of incoming phone calls, on-line requests, electronic mail and walk-in citizen contacts regarding complaints or inquiries. This includes interacting in a tactful, confidential, knowledgeable, and courteous manner with customers who are often angry, confused, and/or hostile; must be able to verbally diffuse encounters. Duties include: determining call priority and dispatching Animal Control Officers; interpreting and explaining ordinances and procedures to the public such as leash laws, licensing requirements, barking/nuisances, livestock restrictions, and vicious dog ordinances; gathering information and writing reports and supplements; following up on warnings issued; notifying owners and victims of quarantine results; checking for compliance with court orders; testifying in court; issuing citations; and processing and maintaining records of all citations including long form complaints. Additional responsibilities include preparing and processing vicious dog and animal noise complaint cases for civil administrative hearings; acting in a quasi-prosecutor nature representing the City in civil vicious animal and animal noise disturbance hearings; and presenting at public events such as safety fairs, schools, businesses, and civic groups. Some field work is performed which involves exposure to a variety of pets and/or wild animals. This class is responsible for performing related duties as required.

Distinguishing Features: This class is supervised by an Animal Control Supervisor through observation or performance and review of written reports, citations issued, problems encountered, and overall results achieved. This class can be distinguished from the Animal Control Officer by the latter's continuous patrol duties in the field and continuous exposure to animals. 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. Any combination of training, education, and experience equivalent to one-year full-time office clerical experience in a professional setting, involving extensive public contact and some experience with enforcement of policies, procedures, rules, regulations, and court processes. The ability to operate a personal computer (PC), various software programs, and basic knowledge of office equipment such as a copier, printer, scanner, and fax machine. Knowledge and use of a smart phone and digital camera helpful.

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. Must meet the qualifications to wear a tight-fitting respirator by passing a medical evaluation in accordance with Code of Federal Regulations (CFR) 1910.134 by hire or promotion date and must maintain certification.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Graduation from high school or GED preferred. Experience in working with/handling animals is preferred. Knowledge of animal behavior and various animal breeds is highly desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, and state and county employees, court employee and judges, to explain City ordinances, departmental policies and procedures, and related information on animal control violations, quarantine releases, bite reports, and licensing requirements. Interviews persons with complaints to obtain the necessary information to make proper disposition. Presents facts of vicious dog and animal noise complaint cases according to proper court etiquette for civil administrative hearings. Testifies in court as State's witness regarding reports written. Compiles and prepares statistical data regarding animal bites and calls for service for the department, the City Manager, county, and state. Produces written documents with clearly organized thoughts to document bite and other animal control violation information and contacts made with persons involved in reports. Deals with the general public, co-workers and other agency personnel, tactfully and courteously.

Manual/Physical: Sorts, separates, files, and distributes internal and external documents of all animal-related cases to maintain records for Animal Control. Operates a City vehicle or animal control truck requiring a standard Arizona Driver's License to perform follow-up investigations when necessary. Operates a variety of standard office equipment, such as a PC, calculator, copier, facsimile (FAX) and shredder. Enters data or information into a PC including warnings, citations, performance evaluations, and animal control activities. Retrieves data and screens records for prior violations. Types memos and correspondence from clear copy or rough draft. Assists in moving animals weighing up to 50 pounds short distances (1-4 feet) vertically to put them into an animal control truck. Moves supplies weighing up to 50 pounds long distances (up to 100 feet). 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. Meets scheduling and attendance requirements.

Mental: Comprehends and makes inferences from written material including City ordinances and departmental policies, procedures, memos, and directives to provide accurate information when answering inquiries and to perform duties, within established guidelines. Reviews or checks the work products of others (animal control, police or vet reports,) to ensure conformance to standards. Prioritizes own work. Exercises independent judgment. Learns job-related material through on-the-job training and classroom settings.

Knowledge/Skill/Abilities:

Knowledge of:

basic writing skills and the English language; and
modern office practices, procedures, and equipment.

Skill in operating standard office equipment including PC's, calculators, copiers, fax machines, digital camera, smart phone, etc.

Ability to:

learn the operation of a PC to enter and retrieve data;
learn the physical geography of the City of Mesa;
learn, interpret, and explain the state statutes, City ordinances/codes, and procedures and policies regarding animal control activities;
present the facts of a case according to proper court etiquette;
learn the general principles of animal behavior and the procedures/practices for capturing and handling animals;
serve a notice of hearing to appropriate parties within the required time period; and
establish and maintain effective working relationships.

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.

Revised 6/19

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EEOP-SW

JOB FCTN-GEN

INCREMENTS 62-200

PAY GRADE: 39

IND-8831

SWORN-No