ANIMAL CONTROL SPECIALIST I

JOB DESCRIPTION

Classification Responsibilities: An Animal Control Specialist I 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; therefore, incumbents 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, and livestock restrictions; 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. Some field work may be 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, problems encountered, and overall results achieved. This class is distinguished from the Animal Control Specialist II by the latter's responsibility for regularly handling more field calls with minimal supervision; processing cases for civil hearings and representing the City as a quasi-prosecutor; and serving in an educational outreach and social media liaison capacity. 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 one year of full-time clerical experience involving extensive public contact. Some (6 months - 1 year) experience with explanation of policies, procedures, rules, regulations, or court processes.

Special Requirements. Must possess a valid Class D 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. Experience working with and handling animals is preferred. Some (6 months -1 year) experience using a personal computer (PC) and various software programs including Microsoft Word and Excel is preferred. Completion of training or education related to animal behavior and various animal species is highly desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, State and County employees, court employees, 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. Prepares 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. 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, coworkers, and other agency personnel tactfully and courteously.

Manual/Physical: Sorts, separates, files, and distributes internal and external documents of all animalrelated cases to maintain records for Animal Control. Operates a City vehicle or animal control truck requiring a standard Class D Arizona Driver's License. Operates a variety of standard office equipment, such as a PC, calculator, copier, fax machine, and shredder. Enters data or information into a PC including warnings, citations, 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 100 pounds for short distances (1 - 4 feet) vertically to put them into an animal control truck. Moves supplies weighing up to 100 pounds for 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. Operates a camera and/or cell phone 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. Meets scheduling and attendance requirements.

Mental: Comprehends and makes inferences from written material including State and City ordinances and departmental policies, procedures, memos, and directives to provide accurate information when answering inquiries and to perform duties, within established guidelines. Reviews and verifies documentation from outside departments and organizations (examples: Mesa City Prosecutor's Office and private veterinarians). 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 cameras, smart phones, etc.

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Ability to:

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; 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.

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