

ANIMAL CONTROL SPECIALIST II

JOB DESCRIPTION

Classification Responsibilities: An Animal Control Specialist II performs clerical support duties and field work that includes 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 acts as a back-up for the Animal Control Specialist I by assisting with answering 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, 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 issuing civil and criminal warnings and citations; preparing and processing vicious dog and animal noise complaint cases for civil administrative hearings; and acting in a quasi-prosecutor nature representing the City in civil vicious animal and animal noise disturbance hearings. Incumbents in this class handle low-priority calls for service in the field (examples: barking disturbances, livestock complaints, etc.) which involves exposure to a variety of pets and/or wild animals often in unsanitary conditions. Animal Control Specialist IIs also serve in an educational and community outreach capacity to promote animal safety through educational materials, events, and social media communication. Duties include: developing content and presenting at public events such as safety fairs and for schools, businesses, and civic groups; developing training materials for internal and external training events and community education programs; and creating attention-grabbing social media posts to generate interest and awareness in animal control programs and initiatives. 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 and warnings issued, problems encountered, and overall results achieved. The Animal Control Specialist II is distinguished from the Animal Control Specialist I by its responsibility for regularly handling lower-level 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. The Animal Control Specialist II is distinguished from the Animal Control Officer I by the latter's continuous patrol duties in the field handling higher-priority calls 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. Graduation from high school or GED. Any combination of training, education, and experience equivalent to two years of full-time clerical experience involving

extensive public contact. Some (6 months – 1 year) experience with enforcement of policies, procedures, rules, regulations, or court processes. Some (6 months – 1 year) work experience handling animals.

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. 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, and court employees and judges to explain numerous 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. Presents educational information at public events to promote animal safety. Writes and promotes creative social media posts to generate interest and awareness in animal control programs and initiatives. 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 animal related cases to maintain records for Animal Control. Operates a City vehicle or animal control truck requiring a standard Class D Arizona Driver's License to perform follow-up investigations when necessary. 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/animals 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 and audible traffic sounds when working near moving traffic. 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 and verifies documentation from outside departments and organizations (examples: Mesa Police and other Police departments, Mesa City Prosecutor's Office, and private veterinarians). Prioritizes own work. Exercises independent judgment. Interprets and applies Mesa City Ordinances, Arizona Revised Statutes pertaining to animals, and the Mesa Animal Control Unit's policies and procedures in order to enforce and explain animal control regulations to sometimes irate or volatile animal owners or other citizens. Develops training materials for internal and external training events and community education programs. 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/Skill/Abilities:

Knowledge of:

basic writing skills and the English language;
the general principles of animal behavior; 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.

Ability to:

maintain a high volume of work output with minimal supervision;
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;
serve a notice of hearing to appropriate parties within the required time period;
interview persons with complaints and make proper disposition or direct them to proper authorities;
create innovative social media communications and other community outreach strategies;
develop effective training materials and presentations for public events; 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.

New 1/24

NF/eb/th

CS4217.DOCX

EEOP-SW

Non-DOT Safety N

Non-DOT Random N

DOT N

JOB FCTN-GEN

INCREMENTS 62-200

PAY GRADE: 43

IND-8831

Non-DOT Security N

CDL N

RESP Y

SWORN-No