

## **ANIMAL CONTROL OFFICER II**

### **JOB DESCRIPTION**

**Classification Responsibilities:** An Animal Control Officer II is responsible for the enforcement of City codes and tasks related to the care, control, and licensing of animals within Mesa's boundaries and handles the most complex cases and investigations assigned to the unit. This class serves in a lead capacity over Animal Control Officer Is and Animal Control Specialist Is/IIs. Lead duties include: providing direction to the team in the field, answering questions, determining the priority of calls and assignments, contributing feedback to the Animal Control Supervisor for team performance appraisals, and acting as the Supervisor in their absence. As the most senior Officer in the unit, the Animal Control Officer II will be expected to have the most subject-matter expertise and apply it in their decision making and direction as a lead over the most complex investigations and high-profile cruelty and hoarding cases. The Animal Control Officer II independently functions as a Field Training Officer (FTO) which includes: mentoring and training all new Animal Control field team members, developing and maintaining Animal Control Unit training processes and procedures, and providing feedback to the Animal Control Supervisor on the progression of team members' training and readiness for field work of increased responsibility. This class collaborates with the Animal Control Supervisor to develop and provide training both internally to other City departments and externally to other agencies and private-sector businesses. Duties include: developing educational content including literature and hands-on demonstration methods for diverse audiences; training Mesa Police, Fire, and other City field personnel about animal control, bite prevention, cruelty processes and procedures, or other animal-related education; and training private business personnel who are likely to encounter stray or dangerous animals in the performance of their jobs. Education and training includes animal awareness, proper seizure methods, paperwork and protocols for processing cases, and safety strategies.

In addition to its responsibilities as a team lead, FTO, and training liaison, this class is also responsible for performing the same field work duties of the Animal Control Officer I classification which include: patrolling assigned areas using a cell phone, radio, laptop computer, and specialized truck to locate and capture stray or dangerous animals, occasionally bag dead animals for pickup, and impound live animals; answering calls and complaints, gathering information, and issuing citations for violations; writing reports on violations and providing court testimony as needed; and conducting animal rescues and abuse, cruelty, and neglect investigations. While Animal Control Officer Is are responsible for conducting standard investigations, the Officer II is also responsible for handling large and complex investigations, including but not limited to high-profile cruelty cases and large-scale hoarding cases. This class is responsible for performing related duties as required.

**Distinguishing Features:** An Animal Control Officer II is expected to exercise considerable initiative to work independently in the field and is expected to organize work assignments to maximize call responses using independent judgment and discretion in dealing with not only a wide variety of pets and wild animals, but also pet owners and residents who may be upset, confused, insulting, and/or abusive. This class is distinguished from the Animal Control Officer I by its higher-level subject-matter expertise and responsibility for leading large and high-profile or complex animal cruelty, hoarding, and related investigations; and its responsibility for serving in a lead capacity, as an FTO for new Officers, and as a training liaison. 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 II must wear a uniform and a duty belt. 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 five years of full-time employment involving extensive public contact. 3+ years as an Animal Control Officer I with the City of Mesa.

**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 health physical screening, background investigation and polygraph are 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 Code of Federal Regulations (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 National Animal Control Association (NACA) 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 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:** Explains numerous City ordinances and Arizona Revised Statutes pertaining to animal care, control, and licensing to the general public, City employees, and other agencies. Gathers information to resolve complaints. Answers inquiries. Testifies in court against persons cited for violations. Interacts with people who are confused, angry, or openly hostile when issuing citations. Prepares warnings, citations, and written reports in order to document violations. Provides direction to team members in the field and answers questions. Contributes feedback to the Animal Control Supervisor for team performance appraisals. Mentors and trains new team members. Develops and maintains training processes and procedures. Provides training to internal City departments (examples: Mesa Police and Fire) regarding animal control and cruelty processes and procedures. Provides training to private business personnel (examples: UPS and Fedex) who are likely to encounter stray or dangerous animals in the performance of their jobs.

**Manual/Physical:** Operates a three-quarter ton animal control truck requiring a standard Class D Arizona Driver's License to patrol a designated area and to transport animals. Works in small, cramped areas in order to capture animals. Moves, lifts, and pulls animals weighing up to 100 pounds for short distances (5 - 100 feet) with the ability to lift them vertically into the animal control vehicle. Works in a variety of weather conditions while capturing animals and enforcing ordinances. Bends, stoops, climbs, traverses over various landscapes avoiding natural and manmade obstacles, walks or runs potential long

distances, and repeats strenuous physical motion/activity when handling animals and necessary equipment. Enters data into a PC in order to create cases for on-view activities. Uses a snare pole and various animal capturing equipment including: a 22-caliber rifle, tranquilizer rifle and pistol, .410 shotgun, nets, traps, ropes, baton, OC spray, and tranquilizer darts. Uses specialized, nonroutine, 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:** 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 and possibly volatile animal owners or other citizens. Prioritizes own work such as picking up sick/injured animals and responding to animal bite reports, vicious/aggressive dog, and animal cruelty calls. Determines the priority of calls and assignments to delegate to team members. Develops and tailors training methods to individual learning styles. Learns job-related material during on-the-job training and in a classroom setting regarding public contact skills, classroom supervisory training, 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;  
basic computer usage knowledge such as Microsoft Office;  
City and State codes and laws related to the care, control, and licensing of animals;  
procedures/practices for capturing and handling a variety of wild and domestic animals;  
effective training methods and strategies; and  
the general principles of animal behavior.

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;  
functionally supervise field employees in a lead capacity on a regular basis, and occasionally as a supervisor in the Animal Control Supervisor's absence;  
learn the physical geography of the City of Mesa;  
interview persons with complaints and make proper disposition or direct them to proper authorities;  
develop and deliver effective training to internal and external personnel;  
deal with the general public tactfully and courteously; and

interact with other City and County law enforcement and/or animal control staff to 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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PAY GRADE: 45

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