



City of Irving Job Description

Senior Animal Services Officer

FLSA Status:	Non-Exempt	Job Department:	Animal Services
Job Code:	A072	Reports To (Job Title):	Animal Services Supervisor

PURPOSE

Functions as a team lead for the Animal Services field division, which includes enforcing city ordinances, state laws, and regulations pertaining to animals. Assists the Animal Services Field Supervisor with more complex team functions such as training, bite investigations, cruelty investigations, problem areas/repeat offenders, permitting, and escalated calls/cases. Provides information and assistance to the public and assists Field Supervisor with technical administrative duties. Performs complex and various responsive duties including animal services complaints, administering warrants, and assisting with lead responsibilities and training over animal services staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Respond to customer requests for service in the field, treating every customer with importance and delivering prompt and accurate service.
- Schedule inspections, follow up on violations, and, if necessary, research to locate and identify owners; Notify owners of violations observed and issues citations.
- Patrol the city for animal violations.
- Serve as the bite/rabies coordinator for the department. Conduct investigations involving dangerous animals, cruelty, neglect, rabies, bites and other complaints; Record the data in specialized software.
- Prepare cases for administrative proceedings and civil and criminal proceedings in Municipal Court and District Court. Execute warrants and testifies in both civil and criminal proceedings.
- Complete administrative duties by answering phone calls; provide information to public and other departments as requested; compile various reports; complete documents and forms and maintain records.
- Perform departmental specific functions by attending to animals in the shelter, picking up strays, urban wildlife and dead animals. Provide and conduct euthanasia services and dispatch service requests.
- Function as a lead worker and provide guidance, instruction and feedback to animal services staff, volunteers and community service workers.
- Provide customer service to the public by developing and implementing community and school education programs; assist other departments with community functions; participate in neighborhood programs.
- Maintain current animal control license by attending continuing education classes.
- Work after-hours, on-call rotation as required.

OTHER DUTIES AND RESPONSIBILITIES

- Perform related duties as assigned.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 5 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

This position does not have any financial responsibilities.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- High School diploma or equivalent.

EXPERIENCE

- Minimum of two (2) years of related experience.
- Some training experience would be beneficial.

CERTIFICATES, LICENSES, REGISTRATIONS

- Pass a pre-employment drug test, physical exam and functional capacity test.
- Appropriate, valid state-issued driver's license, or ability to obtain upon hire, is required, with a good driving record as defined by city policy.
- Euthanasia Certification within 120 days of employment.
- Animal Control Officer Certification within 12 months of employment.
- Chemical Immobilization certifications within 12 months of employment.
- Bite Stick (Baton) Training within 12 months of employment.

KNOWLEDGE OF

- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Animals and Breed Characteristics: Distinguishing traits, qualities, or properties that distinguish or identify the animal as a specific breed and/or class.
- Law and Government: Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- First Aid: Principles, processes, and techniques of diagnosing and rendering aid.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.

SKILLS AND ABILITIES IN

- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Goal-oriented Crisis Communication: Effectively structuring questioning, answering, and listening interactions with clients to determine their needs in urgent situations.
- Mechanical/Technical: Safely operating diverse equipment, including computers, weapons, and radios.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Public Speaking: Effectively communicating orally with an audience.
- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Inductive Reasoning: Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Reading Comprehension: Reading and interpreting documents.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Oral Comprehension *under Duress*: Listening to and understanding information and ideas presented through spoken words and sentences in stressful situations.
- Problem Sensitivity: Telling when something is wrong or is likely to go wrong.
- Prioritization: Selecting, from multiple options, activities to achieve a goal.
- Negotiate: Bringing others together to reconcile differences.
- Persuade: Convincing others to approach things differently.
- Composure *under Duress*: Remaining composed and making sound decisions during stressful or sensitive circumstances.
- Judgment and Decision-Making: Weighing the relative costs / benefits of a potential action.

GUIDANCE RECEIVED

General Instructions and Established Precedent/Procedures

Follows general supervisory instructions, as well as policies and precedents open to judgment in some areas and more specific guidelines, policies and procedures in others. Based on knowledge of policies, precedents and procedures, may assist others with standard work methods and problems.

CONTACTS

Frequent contact with the public or other organizations; interactions may require obtaining cooperation of people; courtesy and tact are required when dealing with moderately difficult or sensitive issues.

EQUIPMENT AND PROPERTY

Animal Transport Truck, Mobile Data Terminal and Printer, Handheld Radio, Tranquilizer Rifle, Drug Lock Box, Syringe Pole, Leashes, Catch Pole, Camera, Audio Recorder, Gloves, Shovel, Incinerator, Freezer, PPE, and animal capture equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to listen, see, talk, and/or walk. Frequently, s/he is required to grasp, handle, feel, kneel, lift up to 10 pounds, sit, smell, stand, and/or stoop. Occasionally, s/he is required to balance, carry, climb, crawl, lift up to 50 pounds, pull, push, reach, and/or run. Rarely, s/he is required to lift over 100 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The employee frequently is exposed to outside weather conditions, blood-borne pathogens, dirty environment, air contamination, toxic or caustic materials, and/or violence. This job requires the employee to make decisions directly affecting the safety of others. The noise level in the work environment usually is loud.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.