



City of Irving Job Description

Animal Services Officer

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| FLSA Status: | Non-Exempt | Job Department: | Animal Services |
| Job Code: | A112 | Reports To (Job Title): | Animal Services Supervisor |

PURPOSE

To enforce City Code of Ordinance and state & federal regulations involving animal welfare issues; Respond to requests for service from citizens, visitors, and business of Irving; And, protect the public and animals through public education, code enforcement, and the application of humane animal welfare concepts.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Conduct inspections by patrolling the city for animal violations, investigating neglect or other property complaints; respond to citizens' requests for service and complaints; schedule regular inspections; inspect buildings and/or property, noting violations; if necessary, research to locate and identify owners; notify owners of inspection results and re-inspects non-compliant locations.
- Issue citations for code violations, investigate for criminal violations in Municipal Court and District Court. Execute warrants and ensure that animals are properly cared for.
- Complete administrative duties by answering phone calls; provide information to public and other departments as requested; compile various reports; complete documents & forms and maintain records.
- Provide assistance to Irving Animal Care Campus (IACC), including adoption services; conduct euthanasia services; dispatch service requests and ensure properties are cleaned and maintained to established guidelines.
- Provide customer service to the public by being an ambassador and educator, assisting with community and school education programs; assist other departments with community functions; participate in neighborhood programs.
- Conduct bite and cruelty investigations.
- Testify in both civil & criminal proceedings in municipal court hearings and district court hearings.
- Maintain 30 CE continuing education hours of training & career development in order to maintain required certifications (see below).
- Provide Emergency callback after-hours 24 hours a day, 365 days a year including weekends & holidays. This position is required to have a take home vehicle when in call back status. The employee must be able to arrive at the service/assistance location to which they are dispatched within 60 minutes after being notified of the call-back.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Attend court hearings when required.
- Provide educational presentations to schools and civic groups.
- Assist Police and Fire Departments as requested.
- Prepare and ship specimens to DSHS for testing.
- Perform various clerical duties such as updating/drafting daily and weekly reports, forms, cards, and receipts, all or some of which may be done utilizing specialized Animal Services Software.
- Answer questions and provides information to the public regarding animal control topics.
- Investigate complaints and recommend corrective action as necessary.
- Must be able to work nights, weekends, and overtime as required.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

None

QUALIFICATIONS:

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

EDUCATION

- Equivalent to the completion of the 12th grade.

EXPERIENCE

- Minimum of two (2) years of animal control or code enforcement experience at a municipal or private animal shelter.

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

- Operations and services of an animal control program.
- Principles and practices of animal husbandry and animal behavior in domestic animals, urban wildlife, livestock, and exotic animals.
- Animal Care Methods: Practices for safe animal handling during collection, impound, transportation, quarantine, euthanasia, and disposal.
- Federal, state, and local laws, codes and regulations concerning animal safety and welfare.
- 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.
- Maintenance Principles: Processes involved in upkeep of property and technical equipment to the optimum state of cleanliness, repair, and efficiency.
- First Aid: principles, processes, and techniques of diagnosing and rendering aid to both animals and humans.
- Office Software: current word processing, presentation, spreadsheet, and database programs used by the City.

SKILLS AND ABILITIES IN

- Animal Care: Safely capturing and handling of domestic companion animals, urban wildlife, livestock, and exotic animals.
- Controlled Substances: Documenting, handling & properly administering controlled substances.
- Industry Software: Preparing reports and correspondence using office software specialized animal control software.
- Written and Oral Expression: Clearly and concisely communicating information and ideas in writing, as well as through speech, so others will understand. This includes conveying concepts, and terminology to others effectively, and producing routine reports.
- Basic, Accurate Math: Adding, subtracting, multiplying, or dividing quickly and with attention to detail when calculating dosages for vaccinations, controlled substances for euthanasia, and cleaning products.
- Code Enforcement: Reading, interpreting, and enforcing City Ordinance Codes and Regulations.
- Responsive Customer Service: Providing customer and personal services, including a desire to help customers regardless of their circumstance. This includes responding to requests for service and inquiries from the general public
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Self-Management: Working independently and without supervision.
- Record Keeping: Collecting and recording of information / data for use in report presentations. This includes performing and managing administrative duties such as dispatching, filing documents, processing letters, and accurate complaint and data entry.
- Reading Comprehension: Reading and interpreting documents, including labels on a variety of containers.

GUIDANCE RECEIVED

Periodic Supervision and Range of Guidelines/Procedures

Follows periodic direct instructions and guidelines, policies and procedures that require some interpretation. Problems that cannot be addressed through an existing guideline, policy or procedure are referred to supervisor or more senior position. Position incumbent must exercise judgment about when to escalate issues.

CONTACTS

City of Irving Citizens, visitor, and businesses.

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 drive a vehicle, listen, see, and/or talk. Frequently, s/he is required to carry, grasp, handle, feel, kneel, lift up to 50 pounds, pull, push, reach, run, sit, smell, stand, stoop, and/or walk. S/he occasionally is required to climb and/or crawl. Specific vision abilities required by this job include close vision and distance vision.

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 dirty environment, outside weather conditions, air contamination, toxic or caustic materials, and/or violence. Occasionally, s/he is exposed to blood-borne pathogens, vicious animals, and/or hostile citizens. 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.