

CITY OF IOWA COLONY

ANIMAL CONTROL OFFICER DEVELOPMENT SERVICES

Grade: 11

FLSA: Non-Exempt

Pay Rate (Range Minimum/Starting): **\$18.56/hr.**

Emergency Operations Classification: Tier 1 Essential

PURPOSE OF THE JOB

Functions as an Animal Control Officer, which includes enforcing city ordinances, state laws, and regulations pertaining to animals. Assists with training, bite investigations, cruelty investigations, problem areas/repeat offenders, permitting, and escalated calls/cases. Provides information and assistance to the public and assists 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.

WORK PERFORMED

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.
- 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 possibly County District Court. Execute warrants and testify in both civil and criminal proceedings.
- Complete administrative duties by answering phone calls; provide information to the public and other departments as requested; compile various reports; complete documents and forms and maintain records.
- Perform departmental specific functions by picking up strays, urban wildlife and dead animals.
- Provide customer service to the public by developing and implementing community and school education programs; assisting other departments with community functions; participate in neighborhood programs.
- Maintain current animal control license by attending continuing education classes.
- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

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- The Candidate will be cross trained to assist in Permitting Operations as needed.

OTHER DUTIES AND RESPONSIBILITIES

- Attending community outreach events (neighborhood association meetings, school career fairs, etc.).
- Participation with special projects as needed.
- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.
- Transport animals to shelter as needed.
- The Candidate will be cross trained to assist in Permitting Operations as needed.
- Performs other duties within areas of responsibility and ability, as assigned.

ESSENTIAL SKILLS

- 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.

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- 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.
- Ability to make decisions based on policy, procedures and past experience.

ESSENTIAL KNOWLEDGE

- 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.

EDUCATION, EXPERIENCE AND OTHER QUALIFICATIONS

- High school diploma or equivalent, including G.E.D.
- Two (2) or more years of experience in animal control or a similar position preferably in a municipal government setting.
- Valid Texas driver's license with acceptable driving history.
- Valid Texas Department of Health Animal Control Officer's License.
- Chemical Immobilization certifications within 12 months of employment.
- Bite Stick (Baton) Training within 12 months of employment.

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.

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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, Leashes, Catch Pole, Camera, Audio Recorder, Gloves, Shovel, 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.

Position Type/ Expect Hours of Work:

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 AM to 5:00 PM.

Frequent evening and weekend work may be required as job duties demand.

Travel:

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected.

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PHYSICAL REQUIREMENTS

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

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel; talk or hear and taste or smell. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk; sit; climb or balance and stoop, kneel, crouch, or crawl. The employee may occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus.

VISION: Has distant visual acuity of at least 20/40 (Snellen) in each eye without corrective lenses or visual acuity separately corrected to 20/40 (Snellen) or better with corrective lenses, distant binocular acuity of at least 20/40 (Snellen) in both eyes with or without corrective lenses, fields of at least 70 degrees in the horizontal Meridian in each eye, and the ability to recognize the colors of traffic devices showing the standard red, green and yellow.

HEARING: First perceived a forced whispered voice in the better ear at not less than 5 feet with or without the use of a hearing aid or, if tested by use of an audiometric device, does not have an average hearing loss in the better ear greater than 40 decibels at 500Hz, 1, 000Hz and 2,000Hz with or without a hearing aid when audiometric device is calibrated to American National Standard Z24.5 – 1951.

LEGAL NOTIFICATION

Any applicant receiving a bona fide job offer for this position will be required to undergo and pass a pre-employment physical examination, illegal drug screening and criminal background check prior to employment. This is a safety-sensitive position and is subject to random drug screening.

All positions at the City of Iowa Colony require documentation of employment eligibility in accordance with Federal employment law.

Communication skills in English are required for some specific assignments based upon job-related needs for communication with the general public and/or co-workers. Bilingual skills (Spanish/English) are encouraged, but not required.

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The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of the personnel so classified.

The Job Description does not constitute an employment agreement between the City of Iowa Colony and the employee. This position is subject to change by the employer as the needs of the employer and requirements of the job change.

ACKNOWLEDGEMENT

As evidenced by my signature below, I have read my job description and have fully understood my duties and responsibilities related to my employment with the City of Iowa Colony. I also acknowledge that I am qualified to perform these duties and, with or without reasonable accommodation, can perform the essential functions of this position as described. Further, I understand that if, at any time, I am unclear as to what my job duties and responsibilities are, or what is expected of me, I will notify management immediately to interpret these duties and expectations.

Signature/Approval

Employee

Date

Supervisor

Date

Department Director or City Manager

Date