

TITLE: ANIMAL CONTROL OFFICER and ASSISTANT SHELTER MANAGER
(New and Unclassified)

Approved by Personnel Board 04-24-24

DEPARTMENT: Animal Control and Shelter

JOB SUMMARY: This position is responsible for responding to calls for assistance with issues relating to dogs, cats, and ferrets and for assisting law enforcement personnel with the enforcement of animal control ordinances. This position also performs daily shelter cleaning and animal care, as well as facility/grounds duties. This position reports to the Animal Control and Shelter Manager. This position serves as back-up to the Animal Control and Shelter Manager, providing peers daily coaching and guidance as needed, and direct supervision in the Manager's absence.

MAJOR DUTIES:

- Responds to requests for assistance and complaints involving dogs, cats and ferrets.
- Responds to vicious animal calls. Subdues and removes dogs, cats, and ferrets.
- Assists law enforcement in enforcing state and county animal control laws and ordinances pertaining to dogs, cats and ferrets. (The Animal Control Officer does not have the authority to issue citations.)
- Responds to and assists law enforcement in animal cruelty investigations and allegations, and is responsible for transporting any dog, cat or ferret to the shelter or veterinarian upon law enforcement seizure authorization.
- Assists law enforcement when needed with preparation of investigative reports, legal documents and evidence. May testify in court as needed.
- Maintains and/or assures maintenance of assigned vehicle and equipment.
- Is on-call for emergency calls including for vicious and injured dogs, cats and ferrets after regular business hours and on weekends.
- Performs other related duties---especially shelter cleaning and animal care, facility/grounds maintenance, assistance with adoptions and transport, including for rescues and veterinary care, paperwork—including intakes/reclaims/adoptions/rescues---listening to and responding to voicemails, handling funds, including cash, checks and Square app transactions—as required, and as assigned.
- Assists and serves as back-up to the Animal Control and Shelter Manager.

KNOWLEDGE REQUIRED FOR THIS POSITION:

- Knowledge of state and County animal control laws.
- Knowledge of County and departmental policies and procedures.
- Knowledge and skills of animal care, behavior, handling, and control.
- Knowledge of animal control tools, techniques, and procedures.
- Skill in subduing, trapping, and transporting of dogs, cats and ferrets.
- Skill in effectively and safety lifting a minimum of 60 pounds unassisted.
- Knowledge and skill with animal adoption procedures including through rescue groups.
- Skill in the use of computers, related peripherals, and job-related software programs.
- Skill in prioritizing and organizing work.
- Skill in oral and written communication.
- Skill in providing performance expectations and feedback.

SUPERVISORY CONTROLS: The Animal Control & Shelter Manager assigns work in terms of general instructions. The supervisor spot-checks in-process and completed work for compliance with procedures, accuracy and the nature and propriety of the final results.

GUIDELINES: Guidelines include state and county laws and ordinances, along with County policies, procedures and protocols. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY: The work consists of related animal control duties. Aggressive dogs, cats and ferrets, interaction with law enforcement and with upset/angry citizens, and daily coaching and intermittent supervision of usual peers, and office management contribute to the complexity of the position.

SCOPE AND EFFECT: The primary purpose of this position is to respond to calls for assistance with issues relating to dogs, cats, and ferrets and to law enforcement's requests for assistance in the enforcement of animal control ordinances. Successful performance contributes to the safe and humane control and care of dogs, cats, and ferrets. As day-to-day operational coach, models the way for Shelter personnel.

PERSONAL CONTACTS: Contacts are typically with co-workers, general public (often with complaints and anger), law enforcement personnel, veterinarians, health department staff, elected and appointed officials, and other local government personnel. May be required to interact with attorneys and judges.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, resolve problems and provide services.

PHYSICAL DEMANDS: The work is typically performed while intermittently sitting, standing, walking, bending, crouching or stooping. The employee must frequently lift heavy objects and animals, climb ladders, use tools or equipment requiring a high degree of dexterity, and ability to distinguish shades of color.

WORK ENVIRONMENT: The work is typically performed in an office, an animal shelter, driving a vehicle and outdoors. The employee is exposed to noise, dust, dirt, grease, machinery with moving parts, animal urine, animal feces, contagious or infectious diseases, irritating chemicals and cold, hot or inclement weather. The work requires the use of protective devices such as masks, goggles, gloves, and catch poles.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY:

- Serves as back-up to the Animal Control and Shelter Manager.

MINIMUM QUALIFICATIONS:

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school diploma or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship, or having had a similar position for one to two years preferred.
- Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to effectively prevent, mitigate and manage through problems, including interpersonal conflict.
- Ability to effectively present information to and communicate with co-workers, managers, law enforcement and the general public. Requires considerable skill in the application of office methods and procedures.
- Possession of, or ability to readily obtain, a valid driver's license issued by the State of Alabama for the type of vehicle or equipment operated.
- Animal control and shelter, veterinary clinic, and/or Veterinary Technician certification preferred.