

City of San José
CLASS SPECIFICATION

Title: Animal Services Officer (3252)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Varies	Varies	Non-exempt

CLASS SUMMARY

Under immediate supervision, performs routine animal services and control duties, both in the animal shelter and in the field. Receives complaints and reports from the public and other agencies regarding stray animals, animal nuisances, injured animals, aggressive animals, dangerous animals, or abuse of animals. Operates a vehicle to provide routine patrol and emergency rescue services throughout the service area. May issue warning notices and citations to the public and informing the public of basic regulations and procedures related to the City's animal care and services program. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is the entry-level class in the Animal Services Officer classification series responsible for performing shelter and enforcement duties in support of the City's animal care and services program. Positions at this level are not expected to function with the same amount of knowledge or skill level as positions allocated to the Senior Animal Services Officer level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. As experience is gained, assignments become more varied and are performed with greater independence. This class is distinguished from the Senior Animal Services Officer in that the latter class is the journey level classification responsible for performing the full range of field enforcement duties.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

Completion of high school or equivalent (General Education Development [GED] Test or California Proficiency Certificate).

Required Licensing (such as driver's license, certifications, etc.)

- Possess a valid State of California driver's license and maintain a good driving record.
- Incumbents are required to complete P.C. 832 (Level 1), and courses in the use of pepper spray and the use of a baton within one (1) year following employment.
- Incumbents are required to complete Euthanasia By Injection training within one (1) year following employment.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.

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- **Communication Skills** - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills; displays openness to other people's ideas and thoughts.
- **Computer Skills** - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- **Teamwork & Interpersonal Skills** - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- **Conflict Management** - Uses appropriate interpersonal styles and methods to reduce tension or conflict between two or more people, by presenting the facts, analysis, and conclusions or solutions that show command of content and perspectives and interests of the audience.
- **Customer Service** - Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently using professional demeanor.
- **Flexibility** - Makes effective decisions and achieves desired results in the midst of major changes in responsibilities, work processes, timeframes, performance expectations, organizational culture, or work environment.
- **Problem Solving** - Approaches a situation or problem by defining the problem or issue; determines the significance of problem; collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.
- **Reliability** - Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Operates a vehicle to provide routine patrol and emergency rescue services throughout the service area, maintaining radio contact with the shelter and local law enforcement agencies. .	Daily/Several Times
2.	While on patrol, picks up and transports stray or dead animals to the shelter and injured or sick animals to emergency animal care facilities. Uses tranquilizer guns and equipment to control or destroy dangerous and/or injured animals.	Daily/Several Times
3.	Assists the Senior Animal Services Officer in issuing warning notices and citations to the public and informing the public of basic regulations and procedures related to the animal care and services program; completes and maintains records on animal control violations and transactions.	Daily/Several Times
4.	Receives stray and relinquished animals that are brought to the shelter; assists the public in claiming impounded animals; receives associated fees.	Daily/Several Times
5.	Feeds and cares for impounded animals.	Daily/Several Times
6.	Cleans and disinfects shelter facilities, vehicles and equipment as necessary.	Daily/Several Times

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7.	Receives complaints and reports from the public and other agencies regarding stray animals, animal nuisances, injured animals, or abuse of animals. Answers emergency calls concerning persons bitten by animals and recommends required action.	Daily/Several Times
8.	Explains, interprets, and makes presentations of ordinances, codes, laws, rules, and regulations to citizens, groups, agencies, businesses, and other entities.	Daily/Several Times
9.	Assists the Senior Animal Services Officer in conducting investigations, collecting evidence, and preparing reports concerning investigations. Issues code violations and court citations for infractions. Testifies and presents evidence in court and at formal hearings as required.	Daily/Several Times
10.	Segregates, isolates, and disposes of animals as necessary. Quarantines potentially rabid animals.	Daily/Several Times
11.	May handle aggressive and/or dangerous animals.	Daily
12.	Performs after hours on call duties for sick or injured animals; responds to calls from law enforcement agencies to answer questions and/or to respond to emergency animal control situations.	Weekly
13.	Assists the Senior Animal Services Officer with training new recruits on the various duties and procedures relevant to the work.	Intermittent
14.	Performs other related duties as assigned.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

Possess ability to:

- Move between/within work areas, including but not limited to sitting, standing, and walking on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Communicate in person and over the telephone or radio;
- Maintain professional demeanor during interactions with staff, customers, and the public.

When assigned to an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Be exposed to moderate noise levels and controlled temperature conditions.

When assigned to fieldwork, possess ability to:

- Strength and mobility to perform medium to heavy physical work;
- Sit, stand, run, and walk on various surfaces, including but not limited to uneven terrain, jumping over physical barriers, and climbing/descending ladders;
- Make repetitive hand movements, including but not limited to the use of snares to catch animals and operating varied hand and power tools;
- Operate a motor vehicle and visit various City sites;

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- Lift, carry, push, and pull materials and objects (such as animals and equipment) up to 100 pounds, or heavier weights, in all cases with the use of proper equipment;
- Quickly respond to changing emergency conditions that may have hazardous situations or be placed in dangerous situations;
- Be exposed to unpredictable working conditions including but not limited to loud noise levels, moving mechanical parts, inclement weather conditions, confined workspaces, toxic or caustic chemicals, hazardous physical substances, fumes, odors, gases, dust, and air contaminants, blood borne pathogens while using hypodermic needles on animals, and animal scratches and bites.

CLASSIFICATION HISTORY *Created 03/01, Rev. 09/17; s001*