ASHEVILLE, NORTH CAROLINA

Classification Specification

Animal Services Officer
Job Code: 6025
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to respond to animal services requests and to enforce animal control codes and ordinances.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Responds to and investigates reports of stray, nuisance, injured, sick, or dangerous domestic animals or wildlife, animal bites, potential animal cruelty and abuse, animals in distress, etc.: enforces animal related laws and ordinances; captures domestic, wild, dangerous, or aggressive animals; sets animal traps; loads animals into cages; transports animals to animal shelter, veterinarian offices, or other locations; relocates displaced wildlife; removes dead animals from roadways; assists law enforcement by removing animals from accident or crime scenes; inspects premises where animals are housed and evaluates living conditions; conducts interviews of bite victims, animal owners, and witnesses; and determines vaccination status of animals.

Interprets and enforces ordinances, rules, regulations, standards, policies, and procedures related to animal control: ensures adherence to established safety procedures; monitors work environment and use of safety equipment to ensure safety of employees, other individuals, and animals; initiates any actions necessary to correct

deviations or violations; issues warnings, citations, Orders of Preventive Measures, etc. to violators of animal control ordinances; and contacts law enforcement to request arrests.

Processes captured animals and animals removed from homes or dangerous situations: traps, catches, and impounds stray or nuisance animals; handles, lifts, and carries animals, restraining as appropriate; handles frightened, fractious, and injured animals; checks animals for signs of rabies, disease, or other illnesses; quarantines animals as necessary; assigns and transports animals to shelter; and prepares and maintains all related documentation.

Participates in court activities prepares, maintains, and submits case files, including photographs, veterinary reports, animal behavior reports, interview notes, and other documentation and evidence; coordinates with detectives and District Attorney's Office regarding case status and trial preparation; and testifies in court proceedings.

Provides training and education to other Police Department staff, community groups, the public, and others as requested: prepares and presents information regarding animal control laws and ordinances, animal services and resources, and other unit issues provides information and answers questions; and resolves routine customer service issues.

Performs other duties in support of department operations: serves on on-call rotation; may serve as a field training officer; and may issue and/or receive payment for animal permits and transport.

Maintains current, comprehensive knowledge and awareness of applicable laws, regulations, principles, and practices relating to animal control; maintains an awareness of new trends and advances in the profession; and attends workshops, in-service training sessions, and meetings as needed.

Operates and maintains various equipment and tools to complete work activities, such as a City vehicle, digital camera, catch poles, animal traps, snake tongs and bucket, collapsible baton, microchip reader, and infrared temperature reader.

Communicates with supervisor, other City employees, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, field reports, animal bite evaluations and reports, dangerous animal evaluations and reports, cruelty evaluations and reports, Orders of Preventative Measures, citations, demographic reports, investigative and case files and documentation, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

High school diploma or GED required, with vocational or technical training in animal control or a related field; supplemented by one year of work experience that shows an ability to maintain steady employment in any field; or

any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to work with and apply principles of persuasion and/or influence over others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, crawling, and prolonged standing, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, heights, confined spaces, animal/wildlife attacks, animal/human bites, disease, or rude/irate customers.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.