

JEFFERSON COUNTY

JOB DESCRIPTION

JOB CLASSIFICATION: Animal Control Officer

JOB CATEGORY: Animal Control Enforcement Officer

DEPARTMENT: Animal Control

PAY GRADE:

PAY RANGE:

JOB DESCRIPTION: Working under the supervision of the Department Director, the Animal Control Officer performs shelter-based, field-based, and telecommunications work processing calls and dispatching Jefferson County Animal Control resources enforcing ordinances and state statutes dealing with the health, safety and welfare of both the animals and citizens of Jefferson County; investigates situations for potential animal welfare violations, verifies compliance or non-compliance and issues fine citations; provides assistance and education to the public on compliance of the laws; provides assistance to law enforcement agencies on animal welfare and public safety issues.

DUTIES AND RESPONSIBILITIES:

1. Enforces Jefferson County Animal Control Ordinances regarding dangerous dogs, rabies control, public nuisances and state animal licensing requirements;
2. Performs dispatch responsibilities concerning reported complaints; which includes screening calls and determining the appropriate course of action required through standard operating procedures; Rotates after business hours on call schedule weekly.
3. Writes and issues citations for violations of any Jefferson County Animal Control Ordinances;
4. Prepares cases and testifies in local ordinance violation magistrate court or county court;
5. Locates, captures, and impounds sick, injured and potentially dangerous animals;
6. Assists with investigations of reported animal bite cases and captures, confines and places animals in quarantine;
7. Makes an initial assessment of animals to determine the need for a medical evaluation and/or isolation requirement;
8. Ensures compliance with established regulations pertaining to public health, welfare, and safety;
9. Patrols assigned areas for animal control ordinance violations, assists citizens in resolving conflicts involving animals, and maintains records on daily field activities;
10. Delivers licenses to veterinarians and transports supplies/donations when needed;
11. Examines captured animals for animal owner identification, rabies license tags, microchips and signs of illness/injury;

12. Assists law enforcement officers with various types of calls, which can be potentially hazardous to human health and safety;
13. Vaccinates impounded animals against disease;
14. Performs public speaking events in order to enhance education and awareness of animal services programs, public safety and animal welfare;
15. Assists other divisions within the department as needed; Supports the department in mandated ESF-17 (Emergency Support Function 17) responsibilities in the event of a disaster or during activation of the County's Emergency Operations Center. This includes, but is not limited to, transporting special needs pets, assisting at a pet friendly shelter, assisting at the Animal Services main shelter, or assisting at a post disaster animal collection site.
16. Assists in the training of new officers;
17. Attends community events, meetings, or commission hearings;
18. Performs other related job duties as assigned.
19. Interact with clients, vendors, and visitors in a professional manner.
20. Answer telephones and transfer to appropriate staff member.
21. Open, sort and distribute incoming correspondence, including faxes and email.
22. Prepare responses to correspondence containing routine inquiries.
23. Perform general clerical duties to include, but not limited to, bookkeeping, copying, faxing, mailing, and filing.
24. File and retrieve organizational documents, records, and reports.
25. Other duties as assigned by Department Director.

KNOWLEDGE SKILLS AND ABILITIES:

1. Good writing, analytical and problem-solving skills.
2. Knowledge of principles and practices of organization, planning, records management, and general administration.
3. Ability to communicate effectively.
4. Ability to operate standard office equipment, including but not limited to, computers, telephone systems, calculators, copiers, and facsimile machines.
5. Ability to follow oral and written instructions. Ability to apply computer applications and software;
6. Knowledge and skill to restrain and handle animals in a humane manner;
7. Knowledge of animal custody, general husbandry and breed identification;
8. Knowledge of County geography and roadways;
9. Knowledge of zoonotic diseases and ability to recognize signs shown by animals brought into the facility;
10. Knowledge of legal terminology, grammar, spelling, and math;
11. Skill in the application of superior customer service;
12. Ability to learn animal ordinances, animal control enforcement procedures, and use of equipment;
13. Ability to enforce the law with firmness and impartiality and explain regulations to the public with tact and courtesy;

14. Ability to maintain composure under stressful situations and possession of physical strength and stamina to endure varying weather conditions and pursue and apprehend animals;
15. Ability to make prompt, accurate decisions during emergency situations;
16. Ability to simultaneously handle multiple calls/tasks;
17. Ability and willingness to work outside in a sub-tropical climate under adverse weather conditions;
18. Ability to wear a respirator and proper personal protective equipment when working in hazardous environments.

MINIMUM QUALIFICATIONS:

1. Three (3) years of training and/or experience with regulatory compliance and enforcement, law enforcement, or a related field; or an Associate’s degree with course work in law enforcement, criminal justice, public administration, or a related field and (1) year of experience as described above; or an equivalent combination of education, training, and/or experience.
2. Florida Driver’s License or Florida Commercial Driver’s License.
3. Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
4. Applicant must secure certification from the 40-hour minimum standards training course approved by the State of Florida within 6 months of hire.
5. Additional certifications in other assignments such as Chemical Capture and Euthanasia.
6. Experience in emergency, tactical or customer/public complaint interactions utilizing radio and/or telephone communications, including basic computer and typing skills.
7. Physical strength and stamina to lift and load heavy animals into animal control trucks.
8. Candidate to demonstrate more advanced proficiency, competency, and satisfactory completion of regularly assigned work in an independent manner.
9. Other knowledge, skills, abilities, and credentials required for a specific position
10. Must be computer literate.
11. Knowledge of the basic principles and practices of bookkeeping.
12. Ability to work well either alone or as part of the team.

END

Approval

Department Head _____ Date _____

County Manager _____ Date _____