



CLASSIFICATION DESCRIPTION

TITLE: ANIMAL CONTROL OFFICER **JOB CODE: 11 (Non-Exempt)**

GENERAL DESCRIPTION OF DUTIES

Under general supervision, the purpose of the position is to enforce codes, ordinances and related regulatory requirements for the general public and business entities within the City, especially with regard to local animal control laws. Employee functions at entry level to investigate violation complaints assist the public with varied requests and ensure the humane handling and treatment of animals to be impounded. Work includes performing routine patrols of assigned areas, and issuing warnings and citations for violations. Prepares cases for presentation and testifies as necessary.

SPECIFIC DUTIES AND RESPONSIBILITIES

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Responds to and investigates animal nuisance complaints or other violations of the animal control ordinances and laws, including processing and prioritizing complaints received via phone, fax, or e-mail.
- Receives and responds to animal control instructions and investigates complaints of animals roaming, nuisances, cruelty, dog bites, and/or other violations of animal control laws and ordinances for the City.
- Assists the public by providing information regarding responsible pet ownership.
- Prepares and maintains records and statistics; creates records of investigation and gathers evidence and information for use in court.
- Captures, handles, and transports stray, sick, injured, diseased, dangerous, feral, domesticated, wild, and exotic animals to shelter.
- Maintains City vehicles and animal control equipment.
- Responds to and assists law enforcement with requests to help with evictions, impounds, neglected, mistreated, and abandoned animals.

- Issues written citation against animal owners, in regard to nuisance animals, cruelty to animals, and dangerous animals; prepares necessary paperwork for court hearings involving written citations given. Attends court hearings and testifies in reference to citations and charges.
- May be required to work a rotating schedule, weekends and/or holidays.
- Where applicable will serve on Emergency Call Duty and must be available for emergency callback and 24 hour on call operations.
- Performs related duties as directed.

MINIMUM TRAINING AND EXPERIENCE

High School Diploma or GED and two years of experience in customer service and animal care and handling; or an equivalent combination of education, training and experience.

LICENSES, CERTIFICATIONS OR REGISTRATIONS

Must possess a valid Florida Driver's License and possess a Florida Animal Control Officer Certification.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to understand and follow written and oral instructions.
- Knowledge of applicable state, federal and local laws, rules, ordinances and regulatory standards applicable to the work.
- Knowledge of investigative principles, methods and techniques, and case management principles for the purpose of preserving evidence and establishing documentation and an audit trail for legal purposes.
- Knowledge of record keeping, report preparation, filing methods, records management techniques, and open records regulations.
- Knowledge of the geography and streets within the City or ability to acquire this knowledge rapidly.
- Ability to apply sound principles of independent judgment and discretion during enforcement activities.
- Ability to write clear, concise letters and memorandum using standard business English, spelling, and punctuation.
- Ability to effectively communicate both verbally and in writing; ability to speak effectively before public groups and respond to questions.
- Ability to read and interpret various documents such as safety rules, operation and maintenance instructions, procedure manuals, and related documentation.
- Ability to establish and maintain effective working relationships and communications with co-

workers, business and community interest groups, and the general public.

- Ability to organize work, establish priorities, meet established deadlines, and follow up on assignments with a minimum of direction.

PHYSICAL REQUIREMENTS

- While performing the essential functions of this job the employee is regularly required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, and lift and/or move up to 100 pounds.
- While performing the essential functions of this position the employee is frequently exposed to fumes, odors, or airborne particles, toxic or caustic substances, excessive noise, temperature extremes, vehicular traffic, dampness/humidity, confrontational persons, animals, and various forms of wildlife.

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