

CODE: 1730
FLSA: NON-EXEMPT
GRADE: 10

TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION

JOB TITLE: ANIMAL CONTROL OFFICER
SUPPORT SERVICES DIVISION
POLICE DEPARTMENT

GENERAL STATEMENT OF JOB

Under general supervision, performs administrative and technical work in participating in the activities and operations of the Support Services Division of the Police Department. Work involves investigating complaints; enforcing laws and the mobility of stray and/or unlicensed animals; and receiving, storing, and releasing seized or found during police investigations. Employee works under stressful, high-risk conditions. Reports to the assigned Lieutenant.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Responds to and investigates complaints of animals at large; apprehends animals; issues summons; examines injured animals; assists in transporting animals; investigates complaints of animal bites.

Educates fellow Officers and the public regarding wildlife and health issues.

Provides for the professional care, custody and control of all property submissions stored by the Police Department.

Receives and/or reviews various records and reports such as information from the Health Department, information from local jurisdictions about animal issues, evidence collected from investigations, and case reports.

Prepares and/or processes various records and reports such as investigative reports, statistical reports, quarantine reports, uniform summons, and destruction orders.

Refers to information from other Animal Control Officers, general orders, information from Health Department, Virginia Code, Town Administration regulations, policy and procedure manuals, codes / laws / regulations, publications and reference texts, etc.

Operates and maintains a vehicle and a variety of equipment such as animal traps, cages, catch poles, Police radio, gloves, mace, computer, printer, etc.

Uses a variety of tools such as traps, catch pole, cage, leashes, net, etc.; a variety of supplies such as property cards, pamphlets, paper, writing instruments, animal treats, general office supplies, etc.; and a variety of computer software such as Microsoft Excel, Microsoft Word, Internet Explorer, Microsoft Outlook, etc.

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Interacts and communicates with various groups and individuals such as the Lieutenant, fellow officers, dog park members, veterinary staff, Animal Shelter staff, and the general public.

Expediently accepts and secures items of property routinely submitted by patrol officers and detectives.

Effectively warehouses such items of property that have been identified as abandoned, found, recovered, stolen, evidence, releasable to owner and for destruction.

Maintains knowledge of the current procedures for submitting evidence to the Department of Forensic Science and arranges for the routine transportation and submission of such items.

Maintains knowledge of the current guidelines, policies and laws established by the Police Department and the commonwealth of Virginia for the disposition of stored, unclaimed property.

Maintains the ability to testify in court.

Ensures proper disposal of hazardous materials.

ADDITIONAL JOB FUNCTIONS

Performs general administrative/office duties as required, including typing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, establishing and maintaining filing systems, etc.

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires high school diploma or GED equivalent supplemented by formal training, special courses or college education with nine to twelve months of animal experience; or an equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities. Must have successfully completed required courses and certification; may be required to possess additional certification(s) as deemed necessary by the Town. Must possess a valid state driver's license. Must maintain proper amount of training credits required by the State Veterinarian's Office.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks involve the ability to exert moderate, though not constant, physical effort, typically involving some combination of driving, walking, climbing and balancing, stooping, kneeling, crouching and crawling, and which involves the lifting, carrying, pushing and pulling of moderately heavy objects and materials (up to 50 pounds), and occasionally heavy objects (up to 100 pounds). While performing enforcement work, must be able to defend one's self from attack / assault and to restrain animals and criminal suspects of varying weights.

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Data Conception: Requires the ability to compare and or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange pertinent and vital information to co-workers. Includes the giving of assignments and directions to subordinates and receiving direction from supervisor.

Language Ability: Requires ability to read a variety of law books, maps, policy and procedure manuals, warrants, animal care / veterinary care manuals, etc. Requires the ability to prepare reports, correspondence, records, etc. with proper format, punctuation, spelling, and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret an extensive variety of instructions in mathematical, written, oral, diagrammatic or schedule form; to deal with several abstract and concrete variables. Requires the ability to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions; to counsel and teach employees. Must be able to communicate effectively and efficiently with persons of varying educational backgrounds and in a variety of technical and/or professional languages including code enforcement, law enforcement, animal care, etc.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape; identify degrees of similarity or difference in shades, forms, etc.; and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office machinery, animal capture equipment and other special equipment; to operate motor vehicles.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, animal capture equipment, etc. Must have significant levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, night vision, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency, unusual or dangerous situations. The worker may be subject to danger or risk to a significant degree, or to tension as a regular, consistent part of the job.

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Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures and policies of the Animal Control Division of the Police Department as they pertain to the performance of duties of the Animal Control Warden. Has considerable knowledge of the functions and interrelationships of the City and other governmental agencies. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Is able to ensure division compliance with all laws and regulations and control the activities of the division through effective supervision. Has knowledge of how to apply supervisory and managerial concepts and principles; has knowledge of administrative principles involved in developing, directing, and supervising various programs and related activities. Is able to offer instruction and advice to subordinates regarding departmental policies, methods, and regulations. Is able to offer training and assistance to subordinates, co-workers and employees of other departments as required. Is able to use independent judgment and discretion in supervising various programs including the handling of emergency situations, determining procedures, setting priorities, setting schedules, maintaining standards, planning for future Town needs and resolving problems. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to plan, organize, and prioritize daily assignments and work activities. Has good organizational, technical and human relations skills. Is able to learn and utilize new skills and information to improve job performance and efficiency. Has knowledge of the principles and practices of animal control program development and administration; various breeds of dogs, cats and other domestic animals, including livestock; principles of licensing, controlling and disposing of animals; methods of animal collection and impoundment; normal and abnormal animal behavior, and symptoms of animal abuse; types of equipment, materials and specialty items used in animal control procedures. Has thorough knowledge of code / law enforcement methods and procedures and investigative methods. Is skilled in the use of dart guns, restraining devices, animal traps, and other animal control equipment. Is able to work under stressful or dangerous conditions, often involving considerable personal risk or risk to others; is able to react quickly and calmly in emergency situations; is able to physically pursue, apprehend and control animals of varying sizes and weights and to apprehend law violators. Has knowledge of the occupational hazards and safety precautions of the industry. Has knowledge of the layout of local roads and of the locations and characteristics of various neighborhoods. Has knowledge of proper English usage, punctuation, spelling and grammar. Has knowledge of modern office practices and technology; has skill in the use of computers for word processing and records management. Has the mathematical ability to handle required calculations. Is able to compile, organize and utilize various financial information necessary in the preparation of the division budget, and knows how to prepare and monitor the budget. Is able to read and interpret various materials pertaining to the responsibilities of the job. Is able to assemble and analyze information and make written reports and records in a concise, clear, and effective manner. Has comprehensive knowledge of the terminology and various professional languages used within the division. Has knowledge of how to maintain effective relationships with personnel of other divisions, departments, professionals and members of the public through contact and cooperation. Has knowledge of how to make public presentations. Has knowledge of how to react calmly and quickly in emergency situations and deal with sensitive situations with tact and diplomacy; is able to deal courteously, yet firmly and effectively with the public in enforcement situations.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of

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responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.