

# **SUPERVISING ANIMAL CONTROL OFFICER**

## **County of Tulare**

### **DEFINITION**

To oversee and supervise the operations of the Animal Control Officers unit. This unit is with the Animal Services Division of the Health and Human Services Agency.

### **DISTINGUISHING CHARACTERISTICS**

This is a supervisory-level position overseeing the Animal Control Officers field services unit. The unit is responsible for the enforcement and licensing operations of the Animal Services Division. Incumbents of positions allocated to this class provide full, first-line supervision,

### **SUPERVISION RECEIVED AND EXERCISED**

Immediate supervision is provided by the Animal Services Division Manager. Responsibilities include the direct and indirect supervision of assigned staff

### **DUTIES**

Review and evaluate the activities and performance of assigned operational area.

Recommend and implement approved changes to ensure operational goals are met.

Monitors and provide feedback on Animal Services dispatch operations and personnel.

Establish schedules and assign field services staff to service areas.

Distributes casework for Animal Control Officers based upon operational needs and in a manner which ensures adequate service to the public.

Supervise and evaluate the performance of assigned staff.

Interview and select employees and recommend appointments, reassignments, terminations and disciplinary actions.

Assign employee duties and review work to ensure accuracy, completeness and compliance with established standards, requirements and procedures.

Effectively care for and safely handle domestic animals, livestock and wildlife.

Identify ill or diseased animals and take appropriate action.

Safely uses County issued equipment including a tranquilizer gun, chemical and physical restraints and animal traps.

Advise staff in the interpretation and application of laws, rules, regulations, policies and procedures governing Animal Control operations.

Conduct staff meetings.

Provides technical assistance to staff regarding field investigations.

Assist in the development and implementation of policies and procedures as directed by the Animal Control Manager.

Participates in the preparation of the annual budget.

Inform the Animal Services Manager of operational concerns and emerging issues.

Maintain and review activity reports, drug and weapon usage logs, employee injury reports and euthanasia logs.

Utilize controlled drugs for tranquilization and euthanasia, following appropriate laws and procedures. Prepares logs of controlled drugs used.

Operate standard office equipment including a computer and assigned software.

Prepares reports concerning Animal Control Officer activities.

Perform patrol and field enforcement duties as necessary.

Respond to calls from the public, law enforcement and other agencies.

Investigates and responds to citizen complaints, conducts complex and/or serious investigations including animal cruelty, serious animal bites and vicious dogs.

May conduct inquiries to evaluate chronic nuisance animal complaints.

May preside over administrative hearings in the absence of the Animal Control Manager.

Effectively communicates with the public, Animal Control staff, volunteers and others to coordinate activities and resolve issues related to Animal Control activities.

Transport animals to clinics and other program activities.

Speak to groups and organizations about animal control, care and adoption/rescue issues.

Operates standard office equipment, and computer applications.

**Essential job duties may be assigned that are not listed above but are relative to this job classification.** (Reasonable accommodation will be made when requested and determined by the County to be appropriate under applicable law.)

### **MINIMUM QUALIFICATIONS**

Minimum qualifications are used as a guide for establishing the education, training, experience, special skills and/or license which are required and equivalent to the following.

#### **Knowledge of:**

- Accepted practices regarding employee supervision and evaluation.
- Effective techniques of written and oral communication.
- Regulations, laws and ordinances governing the duties of Animal Control Officers.
- Current computer applications and office equipment.
- Data collection techniques and reporting writing.
- Animal Control operational structure and responsibility.
- Effective dispute resolution techniques.
- Correct English usage, spelling, grammar and punctuation.

- Basic animal care.
- Safe, humane and efficient techniques and procedures for handling animals.
- Various animal breeds and their behavioral characteristics.
- Symptoms of common animal disease (s).
- Safe work practices related to the handling and care of animals and facilities maintenance.

**Skill/Ability to:**

- Work and communicate effectively with people of various educational and socioeconomic backgrounds by respecting beliefs, interpersonal styles, attitudes and behaviors of both clients and co-workers.
- Operate contemporary office equipment inclusive of computer, keyboard, and all applicable electronic equipment.
- Complete multiple priority projects with strict deadlines.
- Maintain confidentiality of sensitive and personal information.
- Attend meetings outside of regular working hours and may work on-call to respond to emergencies. Use appropriate judgment in recognizing and exercising the scope and limits of authority.
- Supervise, train and evaluate the performance of assigned staff personnel.
- Follow safe work practices and use protective equipment as directed and trained.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Encourage the concept of teamwork and exhibit professionalism with county staff volunteers and the general public.
- Maintain safe and productive work environment.
- Properly euthanize animals by injection and dispose of animals using proper procedures and equipment.
- Perform unpleasant or emotionally difficult procedures such as preparing rabies test samples by disarticulation.
- Collect and review information on departmental activities.
- Organize and direct the work of others to achieve effective results.
- Demonstrate a committed positive work ethic and attitude.
- Effectively communicate orally and in writing to a diverse population of individuals and advisory groups.
- Exercise good judgment and self-restraint when operating under stressful circumstances.
- Use protective equipment as directed and trained.
- Lift, drag or carry weights up to 100 pounds.
- Work indoors and outdoors in varying temperatures and climates.
- Work in an environment of animal noises, smells, blood, fluids, waste and pharmaceuticals.
- Transport animals safely.
- Safely operate County vehicles, including but not limited to SUVs, cargo vans, and heavy-duty Animal Control trucks in accordance with Motor Vehicle Codes and Laws.
- Walk, stand, sit, lift, reach and stoop to perform necessary job functions.

**Education:**

- Equivalent to completion of the twelfth (12<sup>th</sup>) grade supplemental by college coursework in Administration of Justice or Animal Science or closely related discipline.

**Experience:**

- Two (2) years of experience equivalent to an Animal Control Officer III

- Or four (4) years of experience equivalent to Animal Control Officer II, including one (1) year in a lead or supervisory role.

**Equivalencies for Experience:**

- One (1) year of experience involving public contact and issuing citations for violations may substitute for one (1) year of the required experience.

**License or Certificate:**

- Possession of, or ability to obtain, an appropriate, valid California driver's license.
- Complete and pass the department's Humane Euthanasia training course pursuant to Section 2039, Title 16, California code of Regulations within six months of the date of hire.
- Completion of a certified Penal Code 832 course in arrest and firearms.
- Complete all requirements needed to obtain a Veterinary Assistant Controlled Substance Permit per the California Veterinary Medical Board within 90 days of the date of hire and maintain VACSP certification. Proof of certifications and training should be submitted with the position application.

**SPECIAL REQUIREMENT**

- Must be immunized against rabies within three (3) months of start date and maintain immunity for duration of employment.

**DESIREABLE EMPLOYMENT STANDARDS**

**Education:**

- Completion of 12 semester units in Administration of Justice and/or Animal Science from an accredited college or university

**License or Certificate:**

- At the time of application, candidate (s) have successfully completed a minimum of 40 hours of basic Humane Officer training in California Humane Laws pursuant to California Corporations Code section 14502.

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[Supervising Animal Control Officer] Job Code: 077000, Res: XXXX-XXXX, Approved: XX/XX/XX

**Supplemental Information**

Overtime Status: Exempt

Probation: Six (6) Months

BU: 07

