

Animal Control Officer

Dept: Public Health

FLSA Status: Non-Exempt

General Definition of Work

Performs semi-skilled work enforcing animal control laws and regulations, picking up and controlling stray animals, investigating complaints by citizens and resolving problems by informing all concerned as to the appropriate laws and regulations and related work as apparent or assigned. Work is performed under the supervision of the Animal Control Supervisor I.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Enforces the county animal control ordinance and NC law related to animals, educates citizens about animal issues and animal control.
- Picks up animals that are stray, running at large, showing signs of rabies or dangerous.
- Takes out criminal charges on violators and assists the district attorney's office in prosecution.
- Investigates complaints regarding animals, issuing citations where needed.
- Provides care for animals housed in the county animal shelter. Cleans and sanitizes kennels and food/water bowls, feeds, evaluates behavior and euthanizes animals.
- Manages records and enters data related to complaints, impounds, animal bites, adoptions and reclaims.
- Dispatches calls to officers in the field.
- Monitors animals under rabies quarantine.
- Assists citizens by showing them animals available for adoption and helps owners reclaim their lost animals.
- Takes after hours call on rotation with other officers in order to respond to emergency animal issues and cleans the shelter during weekends or holidays when on call.
- Performs other related health department duties as assigned by the supervisor or the health director

Knowledge, Skills and Abilities

Working knowledge of public health rabies control laws; working knowledge of animal capture methods; working knowledge of laws and regulations relating to animal control; ability to establish and maintain effective relationships with the public; ability to reach, interpret, and explain rules, regulations and procedures; skill in the use of physical means to capture animals, knowledge of disease control cleaning methods, ability to use safe restraint methods for controlling animals

Education and Experience

High school diploma or GED, with one year of animal control experience or animal care experience (veterinary office or shelter experience) or equivalent combination of education and experience.

Physical Requirements

This work requires the regular exertion of up to 10 pounds of force and frequent exertion of over 60 pounds of force; work regularly requires speaking or hearing, frequently requires standing, sitting, using hands to finger, handle or feel, lifting and repetitive motions and occasionally requires walking, climbing or

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balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms, tasting or smelling and pushing or pulling; work requires close vision, distance vision, ability to adjust focus, depth perception, color perception, night vision and peripheral vision; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, assembly or fabrication of parts within arms length, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work frequently requires working near moving mechanical parts, exposure to fumes or airborne particles and exposure to outdoor weather conditions and occasionally requires wet, humid conditions (non-weather), exposure to toxic or caustic chemicals, exposure to extreme cold (non-weather), exposure to extreme heat (non-weather); work is generally in a loud noise location (e.g. grounds maintenance, heavy traffic).

Special Requirements

- Valid Driver's License in the State of North Carolina within 60 days of employment.

Competencies

Business Ethics: Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

Communications: Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

Relationship Building: Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

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I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date