



City of Grants

POSITION DESCRIPTION

POSITION TITLE: Animal Control Officer - Lead

DEPARTMENT: Animal Care Center

JOB GRADE: Grade II

REPORTS TO: Animal Control Supervisor

SUPERVISES: N/A

POSITION SUMMARY: Under general supervision of the Animal Control Supervisor, this position contributes to the daily operations of the animal control facility, works daily with the public, canvasses the city to locate animals in violation of animal regulations and/or laws/ordinances, captures and impounds animals, investigates complaints, and enforces all animal regulation laws, ordinances, rules, and regulations. Assists in work activities to provide humane care, treatment, and outcomes to animals at the City's Animal Care Center, and performs other duties as required. In the absence of the Supervisor, the Lead Animal Control Officer will be in charge of handling the daily operations at the Care Center providing work direction to ACO's and volunteers. This is a safety sensitive position.

PRINCIPLE DUTIES, RESPONSIBILITIES, & REQUIREMENTS:

The Animal Control Officer must be able to perform, but not limited to, the following essential job duties, with or without reasonable accommodation:

- Patrols or responds to call for service to locate stray or abandoned animals.
 - Involves the capture of biting, vicious, diseased, loose or stray animals.
- Removal of dead, injured, or unlicensed animals and strays.
- Transports captured animals to animal control facility and prepares appropriate reports.
- Investigates complaints and animal bite cases.
 - Involves the ability to conduct interviews, record information and prepare information to present to court. Requires clear and concise written and oral communication.
- Contributes to the operation of the animal control facility.
 - Involves feeding and caring for animals in the facility; restrains animals for vaccinations, medical treatment and euthanasia.
- Assists in cleaning and maintenance of facility.
 - Involves regularly cleaning out kennels and other areas of the facility to promote a safe and healthy environment for the animals, employees and public; also includes the cleanliness and maintenance of vehicles and equipment.
- Compiles and analyzes statistical data; prepares and maintains a variety of monthly and quarterly reports.
 - Involves maintaining logs, records and other documentation of animal care/capture and observation.
- Regular and timely attendance is required, as well as, the ability to get along with others in a professional and cordial manner.
- Interacts regularly with the County Animal Control Officer (ACO) and volunteers.
- Remains helpful, cooperative and courteous, and demonstrates a good attitude in all dealings with the public, co-workers and others, even during adverse situations.
- Demonstrates initiative and diligence in the prompt and proper completion of all job duties, whether or not listed in this Job Description.
- Safeguards City property and recognizes and reports needed repair(s).
- Works safely, follows safety rules and training, and maintains a clean, safe, and healthful working environment.

PRINCIPLE DUTIES, RESPONSIBILITIES, & REQUIREMENTS - CONTINUED:

- Maintains personal ability to be able to work all shifts, including holidays and accept on-call duty status.
- Assists in inventory of supplies, building and grounds.
- Assists with intake of at-large animals, surrenders, Safe Haven program animals, and bite holds.
- Assists with all City functions and performs other duties as required or necessary.
- Provides exemplary customer service to provide quality service and a good public image to our customers and community.
- Understands and complies with Animal Care Center Policies and Procedures, City of Grants Policy and Procedures, and departmental safety regulations.
- Provides a positive example regarding work ethic, attitude, professional ethics, knowledge of policies/procedures, interpersonal interactions and mutual respect.
- Attends meetings and training as needed to maintain job knowledge and as required by the job.
- Completes personal timesheet accurately and timely; clocks in and out through time-clock system daily/weekly and ensures time is reported on actual time worked.
- Abides by departmental policies, operating standards, and general work rules.
- Ensures that any on-the-job injury is reported immediately to Supervisor & Human Resources; ensures compliance with all City of Grants Policies and Procedures. Ensures any reports of harassment are immediately reported so appropriate actions are taken. Reports any suspected fraud and/or abuse to the Director or City Manager.

The above duties are normal for this position but dependent upon the level of skill, ability, and experience of the individual. They are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned. As a condition of employment, employees are required to perform other duties and special projects as assigned.

MINIMUM QUALIFICATIONS & OFFICIAL REQUIREMENTS:

- High School diploma, GED or equivalent; Two (2) years of experience enforcing animal control laws and ordinances preferred; Minimum of two (2) years supervisory experience.
- Must have oral and written communication skills in the English Language.
- Must have, or be able to acquire CPR/First Aid Certification, within first year of employment.
- Must possess, or be able to acquire, a valid New Mexico Driver's License, and have and maintain a good driving record.
- Must pass a pre-employment drug test and extensive background check.

A comparable amount of training and experience may be substituted for the minimum qualifications.

KNOWLEDGE, SKILLS, & ABILITIES:

- Knowledge of the principles, practices, methods, techniques, and procedures related to animal services operations, including ability to identify animal species and breeds.
- Knowledge of standard and accepted practices, equipment, tools, and materials used in animal services, including feeding, kenneling, and general care and handling of large and small animals.
- Knowledge of proper safety practices, procedures, and regulations applicable to work being performed.
- Knowledge of standard and accepted principles and practices of positive customer service.
- Knowledge of pertinent and applicable state and city regulations, laws, codes, and ordinances.
- Knowledge of modern office procedures, systems and equipment, including pertinent software application and use of a computer and other digital equipment.
- Knowledge of proper methods and procedures for handling of chemicals and disinfecting agents used in the proper sanitizing and cleaning of animal's enclosures.
- Knowledge of efficient techniques used in public relations.
- Knowledge of City's political environment and sensitivities with thorough understanding and ability to function effectively within that environment.

KNOWLEDGE, SKILLS, & ABILITIES - CONTINUED:

- Skilled in responding quickly and effectively in difficult situations; while maintaining a professional demeanor.
- Ability to understand and enforce laws, regulations, and standards pertaining to criminal activity related to Animal Control Services.
- Ability to learn and utilize knowledge of the City's geography.
- Ability to provide basic training of position duties and expectations to others.
- Ability to safely utilize and care for Animal Control equipment.
- Ability to demonstrate awareness of occupational hazards and utilize standard safety practices.
- Ability to efficiently operate a City motor vehicle is required; un-aided physical mobility including continuous long-distance walking and manipulating objects is required.
- Ability to prepare reports and correspondence; as well as submission of documentation in a timely manner.
- Ability to respond to requests and inquiries from the general public.
- Ability to deal tactfully and professionally with customers, in emotional or adversarial conditions.
- Ability to identify, understand, and carry out City and departmental goals and objectives.
- Ability to meet the physical requirements necessary to perform required duties in a safe and effective manner for self and others.
- Ability to establish and maintain effective working relationships with those contacted in the performance of required duties.
- Ability to understand City of Grants Policy and Procedure, in relation to the job position, safety, and health.
- Ability to follow verbal instructions that require individual thought to complete the task or a series of tasks.
- Ability to effectively communicate, able to listen for understanding and share information clearly and persuasively.
- Ability to work cooperatively and tactfully with diverse groups, including City employees, other agencies, and members of the public.
- Ability to serve the public and fellow employees with honesty and integrity in full accord with the letter and spirit of all city ethics and conflicts of interest policies. A strong understanding of ethical behavior is required.
- Ability to establish and maintain effective working relationships with the general public, co-workers, city officials and members of diverse cultural and linguistic backgrounds regardless of race, religion, age, sex, disability or political affiliation.
- Ability to effectively represent the City in situations which are potentially adversarial or stressful.
- Ability to multi-task and able to move forward on and track multiple priorities, prioritize workload; take initiative and work independently, using good judgement about when to check-in to provide updates or seek additional direction; and meet deadlines.
- Ability to work with frequent interruptions and changes in priorities.
- Ability to work independently in the absence of supervision.
- Ability to accurately analyze problems and identify solutions.
- Ability to exercise sound independent judgment within general policy and administrative guidelines, and use said judgement to resolve problems or situations requiring such.
- Ability to keep confidential matters confidential.
- Must be of good moral character, and of temperate and industrious habits.
- Must be ready and willing to work flexible, irregular, or extended hours and be available for emergency call-outs; and maintain regular and punctual attendance.

GENERAL CONDITIONS:

Residency: Employee must reside within reasonable commuting distance of the worksite.

Code of Conduct: Employee is accountable for being informed of and complying with the City's Code of Conduct.

Attitude: Employee is expected to exhibit a positive, constructive and cooperative attitude in the workplace and with the general public.

Initiative: Employee must exhibit high levels of personal initiative; mature self-direction, responsibility, and leadership are expected of the employee in this position.

Travel: Job performance is subject to extensive vehicular travel in and around the City, and occasional external travel.

Limitations: Employee is responsible for informing the employer of any physical, mental or other factors which may substantially affect or limit ability to meet the demands of the position.

PHYSICAL DEMANDS & WORK ENVIRONMENT:

PHYSICAL DEMANDS: The physical demands described here are a representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the essential duties and marginal functions of this job, the employee may be required to maintain physical condition necessary for adequate physical performance. Abilities including heavy lifting and carrying of up to 100 pounds, carrying and pushing of supplies, and cleaning of animal keeping areas. This position requires a great deal of balancing, bending, stooping, kneeling, crouching, crawling, climbing, standing, walking, sitting. This position requires use of hands and fingers: to handle or feel, and reach or pull, including the involvement of live animals. Sensory abilities include use of audio, and vocal cues; use of close and distant vision, peripheral vision, depth perceptions, and ability to adjust focus; must utilize auditory, and sensory abilities constantly.

Employee must possess ability to: adapt to inclement weather conditions and/or situations, and maintain ability to drive in various weather conditions.

WORK ENVIRONMENT: Work is performed in both indoor and outdoor environments; work can occur in an office setting, animal areas, on the grounds or the facility, and/or off site.

Exposure to all weather conditions and under sometimes extreme weather conditions; with exposure to a variety of safety hazards. Exposure to wide temperature variations, including: dust, dirt, heat, cold, humidity, rain, snow, sleet, etc. Exposure to heights, fumes, odors, chemical and cleaning compounds, vibrations, and loud noise, constant noise; work on slippery or uneven surfaces. Work with water and possible exposure to the bodily fluids of animals is likely. This position requires the ability to work safely around unruly, sick, injured, or potentially dangerous animals. Occasional exposure to hazardous work performed in streets and alleyways to remove stray or dead animals. While working with shelter animals there is a risk of exposure to parasites and infectious diseases. Allergic conditions, which would be aggravated when handling or working with animals or cleaning supplies may be a disqualification.

Incumbent is required to wear uniform and maintain a well-groomed/neat appearance due to high public visibility. Safety equipment is provided and must be worn as required according to departmental procedures and good safety practices.

This position is scheduled for 5 days a week. The schedule varies and includes irregular schedule, occasional weekends, holidays, and scheduled work hours beyond normal business hours, and on-call schedules, depending on shelter needs. Candidate must be flexible with schedule changes and short notice overtime requests, as established by Animal Care Center needs.

The operations of the animal shelter can be high stress and very busy at times.

The noise level in the work environment may reach high levels, and can be at consistent levels of frequency.

PHYSICAL DEMANDS & WORK ENVIRONMENT CONTINUED:

EXAMPLES OF WORK EQUIPMENT: Automobiles may be utilized in various weather and environmental conditions. Noise and vibration of electrical/mechanical equipment may occur.

The employee will have frequent contact with other employees in the assigned department, and may be required to interact with employees outside of the department, and must remain calm and professional in tense, emotionally charged, and stressful situations. The employee is constantly required to change tasks frequently and to perform tedious exacting work. The employee may face difficult and stressful situations, and may be required to work under time pressures to meet deadlines, to perform multiple tasks simultaneously, and to work closely with others as part of a team.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT. Nothing in this job description restricts ability to assign, reassign, or eliminate duties and responsibilities of this job at any time. It does not prescribe or restrict the tasks that may be assigned. This job description describes the City's current assignment of essential functions. Those functions may change at any time as the needs of the City change or for other reasons deemed appropriate by the City.

CITY MANAGER'S SIGNATURE:

the following signature indicates that the City Manager has approved this position description as of the date of signature.

City Manager

Date

EMPLOYEE'S SIGNATURE:

the following signature indicates that the employee has read and understood the terms of this position description as of the date of signature.

Employee

Date