

MAJOR FUNCTION

This is supervisory work assisting in the direction of a comprehensive animal control field services program involving the enforcement of local and state laws pertaining to domestic animals. This includes the capture, detention, and disposition of unwanted, stray, uncontrolled, and/or dangerous or potentially rabid animals. An employee assigned to a position in this class will be responsible for providing supervision and direction to animal control officers and the animal control dispatcher. Work is performed independently under the general supervision of the Supervisor–Animal Control. Performance is evaluated based on observation, conferences, subordinate feedback, and by results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Educates the public on the ordinances, liabilities, and responsibilities applicable to pet ownership. Assists in maintaining a proactive rabies control program within the city limits. Oversees the department's response to stray, nuisance, and sick/injured animal complaints. Assists the Supervisor–Animal Control in analyzing, planning, developing, and implementing programs, policies, procedures, methods, and concepts to increase operational efficiency. In conjunction with the supervisor, facilitates the training of animal control staff. Assists in planning, directing, and coordinating of work schedules, including review and/or inspection of the work of subordinates. Responds to advanced situations and provides guidance and answers questions of officers and citizens. Assists in resolving employee work related problems and complaints and works to motivate personnel to meet and exceed standards. Receives and responds to calls requesting assistance in regard to animal problems, including animal cruelty and dangerous dog and supervises others in the same. Conducts in depth animal cruelty and dangerous dog investigations. Administers first aid to animals to include transporting sick or injured stray animals for the purpose of receiving emergency veterinary care. Impounds animals; issues warning notices and citations to owners. On a rotation basis, assumes on-call emergency responsibilities and responds to sick, injured, or aggressive stray animals after hours and on weekends. Drafts comprehensive reports and appears in court on contested citations and criminal violations. Safely operates assigned vehicle. Assists in maintaining adequate supply and equipment inventory used by field personnel. Processes animals into the shelter through proper completion of forms and computer data entry. Represents the City of Tallahassee in a professional, compassionate manner to the public. Acts as supervisor over animal control when the Supervisor–Animal Control is not present. Performs related work as required.

Other Important Duties

Performs as an Animal Control Officer. Dispatches calls for service to other officers as needed. Operates a computer used in maintaining records of animals, drugs, food, and other supplies used in Animal Services. Supplies food, water and care to detained animals. Assists in coordinating maintenance of animal control fleet and cleans and maintains assigned vehicle used for transport of animals. Performs euthanasia as needed. Attends staff meetings, workshops, and conferences. Speaks to neighborhood and community groups as needed on issues related to responsible pet ownership and services offered by animal control. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Ability to supervise, train, and guide staff of subordinates in a manner conducive to high morale. Possess significant skills in problem solving using creativity and efficiency. Ability to develop, implement, and enforce policy, procedure, and protocol. Thorough knowledge of accepted animal control enforcement procedures, techniques, and medications involved in capture, care and maintenance, or disposition of animals. Thorough knowledge of the safe and efficient use of assigned

equipment. Ability to handle animals safely and humanely while capturing, transporting, and sheltering. Thorough knowledge of local and state laws pertaining to animals. Thorough knowledge of the road networks of the City. Working knowledge of business English, spelling and arithmetic. Working knowledge of the operation of a two-way radio. Ability to enforce the law with firmness and impartiality. Ability to explain regulations to the public with tact and courtesy. Ability to adapt in a changing environment daily, including volatile people and aggressive animals. Ability to cope with the stress associated with euthanasia, abuse, neglect and animal welfare. Ability to work during adverse weather conditions. Ability to lift heavy animals. Ability to recognize animal breeds. Ability to recognize animal behavior (dog, cat, small animal, exotics and livestock). Skill in the use of personal computers, including Microsoft Office and database, Chameleon.

Minimum Training and Experience

Possession of an associate's degree or two-year college equivalent and two years of experience as an Animal Control Officer, or an equivalent combination of training and experience.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment. Must be a certified Animal Control Officer in the State of Florida and must hold Euthanasia certification.

Established: 10-18-16