

JOB DESCRIPTION

Job Title	Animal Control Officer
Department	Public Safety
Division	Law Enforcement
FLSA Status	Non-Exempt
Grade	8
Career Stream/Level	C2
Reports to	Police Sergeant
Positions Supervised	None

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Certain job duties described herein may be subject to possible modification in accordance with applicable state and federal laws.

Summary

An Animal Control Officer is responsible for maintaining health and order in the city's animal population by enforcing ordinances relating to domesticated animals. Typical job duties for this position include: investigating code violations, suspicious conditions, and complaints related to animal welfare; capturing and confining stray, dangerous, diseased, and injured animals, and educating the public on responsible pet ownership.

Essential Job Duties

- Provide respectful, professional, positive service in all interactions between co-workers, internal and external customers, community members, and the public at large.
- Maintain a positive and productive environment ensuring compliance with policies, procedures, goals and objectives of the City, Department, and Division.
- Patrol City streets to locate stray, abandoned, lost or injured animals.
- Respond to animal-related radio calls and concerns from residents and the general public involving animal-related problems or violations of animal ordinances
- Enforce animal-related ordinances, issue citations and warnings when appropriate
- Investigate incidents, and complete all required documentation; create, monitor and maintain case files and reports.
- Provide credible testimony in court
- Participates in community education programs on animal ownership.
- Collect lost or stray animals and transport them to the County Adoption Center; may handle dangerous and injured animals.
- Report animal bites to the Health Department.
- Assist other employees and outside agencies with investigations.
- Contribute thought to how to best achieve projects/tasks within the department.

Ancillary Job Duties

- Follow all relevant departmental and organizational processes, policies and procedures.
- Perform other related duties as assigned.

Job Qualifications - *Education, experience, and training that are required or desirable in order to effectively perform the job at the time of hire. An equivalent combination of education, training, and*

experience will be considered. Additional requirements and/or substitutions may be requested and require the approval of HR.

- High school diploma or equivalent required.
 - Associate or technical degree is preferred.
- Previous experience in animal control, animal care, or related fields is preferred.
- Missouri Animal Control Association (MACA) certification required within six months of employment.
- Valid driver's license required.
- Must pass a comprehensive background investigation.

Knowledge, Skills, and Abilities – *May be representative, but not all-inclusive, of those knowledge, skills, and abilities commonly associated with this position.*

- Familiarity with local and state animal control laws and regulations specific to Wentzville.
- Comfortable working with animals of various sizes, including potentially dangerous or aggressive animals.
- Proficient in safe and humane animal capture and handling techniques.
- Basic understanding of animal behavior and basic veterinary care.
- Strong organizational and record-keeping abilities.
- Proficiency in use of basic business software (word processing, spreadsheets, email, presentations) and basic office equipment.
- Ability to provide exceptional service to internal and external customers. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to communicate effectively and professionally with supervisors, co-workers, and customers by telephone, in writing and in person.
- Ability to use good judgment and think quickly and rationally in difficult or stressful situations.
- Ability to effectively organize and prioritize routine and robust tasks to meet deadlines.
- Regular attendance is a necessary and essential job duty. Job requires being reliable, responsible and dependable.

Work Environment – *Environmental or atmospheric conditions commonly associated with the performance of the duties of this job.*

- Indoor and outdoor work environment, with occasional exposure to varying, inclement weather including extreme heat and cold.
- Occasional exposure to various environmental factors including odors, animal waste, noise, traffic hazards, wetness, disease and/or dust.
- Occasionally exposed to dangerous behavior from animals; risk of animal bite or scratch.

Physical Abilities – *The physical demands described below are representative of those that must be met by an employee to successfully perform the essential duties of this job.*

Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.

- Must be able to lift and move up to 60 pounds; ability to lift and carry animals or equipment.
- Must be able to frequently sit, stand, walk, reach forward, balance and stoop.
- Must be able to perform frequent repetitive wrist, hand and/or finger movements.
- Must have finger dexterity and hand-eye coordination.
- Must have clarity of vision and the ability to adjust focus.
- Must have three-dimensional vision and the ability to judge distance and spatial relationships.
- Must be able to routinely stand and walk at job sites.
- Must be capable of driving to and from job sites.