



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
ANIMAL CONTROL OFFICER, SENIOR
(ANIMAL SERVICES DIVISION)
PARKS, RECREATION AND TOURISM

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position supervises a variety of animal control services including responding to calls for assistance, animal rescue, apprehending strays, investigating animal cruelty and related charges, and similar activities. Reports to the Superintendent of Animal Welfare.

ESSENTIAL JOB FUNCTIONS

Responsible for the effective supervision and administration of the assigned work team to include performance management, employee relations, report and record keeping, and prioritizing, scheduling, and assigning work and related activities.

Patrols assigned area to enforce applicable animal control laws and ordinances; apprehends and impounds stray and unlicensed animals; responds to requests for assistance and investigates allegations of animal cruelty or complaints involving animals; responds to wild and vicious animal calls; removes and disposes of dead animals; subdues and removes others; issues citations and makes arrests as appropriate; serves various criminal or civil notices or papers related to enforcement of animal control ordinances. Investigates animal bites and coordinates handling and quarantine of animals and related efforts with the Health Department.

Transports injured and ill animals to shelter or veterinarian. Rescues injured animals and performs field euthanasia for sick and injured animals as necessary by means of chemical injections.

Prepares investigative reports, daily log sheets, legal documents and other reports as required; testifies in court. Addresses groups and organizations on animal control related safety and health issues and may be assigned to conduct or assist with outreach and liaison programs, such as information and other media initiatives. Provides training and coordinates special projects as needed.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Animal Services - Comprehensive knowledge of State and City laws, codes, ordinances, policies and procedures relevant to animal control to include the use of animal control procedures, relevant equipment, patrol techniques and investigative requests as well as knowledge of domestic and wild animals, their behavior and basic animal care. Knowledge of the proper use, secure storage and disposal of lethal chemicals, syringes and related equipment.

- Customer Service – Thorough knowledge of principles and processes for providing customer services. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.
- Investigation Methods – Knowledge of interviewing and investigating techniques, procedures, principles, and practices for the case management of animal bites, animal cruelty and violations of laws and regulations.
- Safety – Knowledge of occupational hazards, safety precautions, and safety regulations related to effective animal restraints, traffic patterns and conditions, and other work related precautions.
- Supervision – Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.

REQUIRED SKILLS

- Judgement/Decision Making – Uses logic and reasoning to understand, analyze and evaluate situations and exercise good judgment to make appropriate decisions.
- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations. Shares knowledge with staff for mutual and departmental benefit.

REQUIRED ABILITIES

- Coordination of Work – Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- Communication – Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented through spoken word or writing. Ability to handle a variety of issues with tact and diplomacy and in a confidential manner.

EDUCATION AND EXPERIENCE

Requires a high school diploma and 5 – 7 years of progressively responsible experience in animal control, including 1 – 2 years of lead or supervisory experience, or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

Acceptable general background check to include a local and state criminal history check, sex offender registry check and a valid driver's license with an acceptable driving record.

This position requires satisfactory results from a pre-employment medical evaluation and completion of the basic Animal Control Officer Academy within 24 months of employment. Advanced animal control training such as National Animal Control Association (NACA) Level II or National Cruelty Investigations School is preferred.

Requires designation as Special Conservator of the Peace.

PHYSICAL REQUIREMENTS

- Tasks require the regular and, at times, sustained performance of moderately physically demanding work.
- Some combination of climbing and balancing to include climbing ladders, stooping, kneeling, crouching, and crawling.
- May involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20 - 50 pounds).

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds, depth, texture, and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, weather, temperature and noise extremes, hazardous materials, traffic hazards, bright/ dim lights, toxic agents, animal/wildlife attacks, animal/human bites, explosives, disease, pathogenic substances, or rude/irate customers.