



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
ANIMAL CONTROL OFFICER
(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 performs a variety of animal control services including responding to calls for assistance, animal rescue, apprehending stray animals, investigating animal cruelty and related charges, and similar activities. Reports to the Superintendent of Animal Welfare.

There are two (2) levels of Animal Control Officer distinguished by the level of work performed and the qualifications of the employee.

ESSENTIAL JOB FUNCTIONS

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. May provide training and coordinate 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 - 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.

REQUIRED SKILLS

- Judgement/Decision Making – Uses logic and reasoning to understand, analyze, and evaluate situations and exercises 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.

REQUIRED ABILITIES

- 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.
- Time Management – Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.

EDUCATION AND EXPERIENCE

Animal Control Officer I – Requires a high school diploma and 1 – 2 years of professional animal care or animal control experience, or equivalent verifiable volunteer animal care experience with a licensed animal shelter facility, or an equivalent combination of education and experience.

Animal Control Officer II – Requires a high school diploma and 1 – 2 years of professional animal care experience, or equivalent verifiable volunteer animal care experience with a licensed animal shelter facility, to include 1 year in an animal control operation, or an equivalent combination of education and experience. Requires completion of State sponsored basic animal control officer training course (equivalent to Virginia’s basic training course as determined by the Superintendent of Animal Welfare) and Special Conservator of the Peace designation.

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.

Must obtain the Special Conservator of the Peace designation within one (1) year of employment.

Requires shift work with on-call responsibilities.

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.