



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**ANIMAL SERVICES TECHNICIAN**  
(ANIMAL CONTROL)  
PARKS, RECREATION AND TOURISM

Human Resources Department  
700 Town Center Drive, Suite 200  
Newport News, VA 23606  
Phone: (757) 926-1800  
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## **GENERAL STATEMENT OF RESPONSIBILITIES**

Under general supervision, this position performs a variety of animal control services including responding to calls for assistance with a variety of animal species, apprehending strays, removing dead animals and similar activities. Reports to the Superintendent of Animal Welfare.

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

## **ESSENTIAL JOB FUNCTIONS**

Responds to calls involving stray, untamed, and nuisance animals; determines acceptable location and obtains permission to set humane traps; transports injured and ill animals to shelter or veterinarian; removes and disposes of dead animals. Assists Animal Control Officers with responding to wild and vicious animals, impounding, transporting, and processing animals.

Maintain daily log sheets, required records, and other reports as required; testifies in court as needed. Distributes humane education pamphlets or materials; addresses citizens on animal control related safety and health issues, and may be assigned to assist with outreach and liaison programs, such as information and other media initiatives.

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 basic animal care standards to include safe animal handling procedures for domestic and wild animals, and relevant equipment.
- Safety - Knowledge of occupational hazards, safety precautions, and safety regulations related to effective animal handling and other work related precautions.
- Customer Service - Considerable knowledge of principles and processes for providing customer service. This includes meeting quality standards for services, and evaluation of customer satisfaction.

## **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.
- Computer Skills – Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.

### **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 Services Technician I – Requires a high school diploma and 1 - 2 years of animal care experience, or an equivalent combination of education and experience.

Animal Services Technician II – Requires a high school diploma and 3 - 4 years of animal care 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.

### **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.