



Animal Control Officer 2

Category: Classified
Pay Grade: C20
Job Code: 20010

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs advanced field level and office work enforcing animal and rabies control regulations which include animal cruelty and neglect laws; ensures the public health and safety of County citizens; provides leadership and back up to trainees as well as other Animal Control Officers; in addition to all duties and responsibilities of an Animal Control Officer I, performs a variety of duties involving radio and telephone communications, administration, lead work, and specialized programs.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Writes and issues citations for violations of the Pinellas County Animal Control Ordinance and appears in court to provide testimony when required;
- Investigates allegations of animal cruelty, neglect, abuse, and abandonment in potentially hostile environments;
- Conducts legally authorized searches and seizures in conjunction with and executed by law enforcement agencies;
- Prepares reports and maintains case files of investigations to ensure availability for civil or criminal prosecution;
- Screens calls and determines the appropriate actions by following standard operating procedures;
- Dispatches the proper resources to handle animal service calls and relays information and executes tasks/requests related to these calls;
- Maintains accurate records of incoming and outgoing calls by entering information into computer;
- Operates telephone systems, computer-aided dispatch terminals, radio, and associated communications equipment;
- Trains and evaluates employees;
- May perform specialized duties in rabies control and abatement programs;
- Conducts inspections of pet breeders and kennels to ensure compliance with regulations and issues notices of violation or citations as required;
- Conducts difficult and non-routine investigations of complaints either on foot or driving in a truck and explains and/or enforces regulations;
- Ensures compliance with established regulations and laws pertaining to public health, welfare and safety, as well as regulations pertinent to the health, welfare, and safety of the animals;
- Pursues, captures, and impounds unlicensed, stray, and uncontrolled animals;
- Performs euthanasia as needed;
- Uses chemical capture techniques;
- Examines captured animals for license tags, vaccination tags, and signs of illness;
- Investigates and conducts dangerous dog investigations in accordance with Florida Statutes;
- Supports the department in mandated ESF-17 (Emergency Support Function 17) responsibilities in the event of a disaster or during an activation of the County's Emergency Operations Center;

- Performs public relations work in person or on the telephone concerning reports and citizen complaints; and
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Certification from the 40-hour minimum standards training course approved by the Florida Animal Control Association, successful completion of a minimum of 80 hours of training as an animal cruelty investigator, and four (4) years of training and/or experience with animals or regulatory compliance and enforcement, law enforcement, military, or a related field; or an Associate's degree in law enforcement or related field and two (2) years of experience as described above; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Additional certifications in other assignments such as Chemical Capture, Euthanasia, Armament Systems and Procedures Tactical Baton (ASPTB, collapsible bite stick), and Crematory by Florida State Statute.
- Experience in emergency, tactical or customer/public complaint interactions utilizing radio and/or telephone communications, including basic computer and typing skills.
- Physical strength and stamina to lift and load heavy animals into animal control trucks.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of humane treatment, restraint, and handling of animals;
- Knowledge of Pinellas County Animal Control ordinances and Florida laws pertaining to animals;
- Knowledge of animal licensing, leash laws, animal control enforcement procedures, and rabies control and use of equipment;
- Knowledge of computer systems, which includes personal computer workstations and laptops;
- Knowledge of routine computer troubleshooting techniques and maintenance programs;
- Knowledge of county geography, road networks, and the operation of two-way radios;
- Knowledge of business English, spelling, arithmetic, and supervisory practices;
- Knowledge of zoonotic diseases and ability to recognize signs shown by animals brought into the facility;
- Knowledge of human and pet first aid and CPR;
- Knowledge of legal terminology, grammar, spelling, and math;
- Knowledge of recordkeeping practices and procedures.
- Skill in the application of quality customer service.
- Ability to enforce the law with firmness and impartiality, explain regulations to the public with tact and courtesy, and maintain composure under stressful conditions;
- Ability to train and lead the work of subordinates;
- Ability to make prompt, accurate decisions during emergency situations;
- Ability to simultaneously handle multiple calls/tasks.

PHYSICAL/MENTAL DEMANDS

This is very heavy work which requires exerting in excess of 100 pounds of force occasionally and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects. Additionally, the following physical abilities are required:

- **Balancing:** Maintaining body equilibrium to prevent falling while walking, standing or crouching on narrow, slippery, or erratically moving surfaces. The amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- **Climbing:** Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
- **Crawling:** Moving about on hands and knees or hands and feet.

- Crouching: Bending the body downward and forward by bending leg and spine.
- Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Kneeling: Bending legs at knee to come to a rest on knee or knees.
- Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Pulling: Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Visual ability: sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in an environment with crisis situations that require major decisions involving people, resources, and property.