



## **Animal Control Officer 3**

**Category:** Classified  
**Pay Grade:** C22  
**Job Code:** 20020

*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 specialized technical work supervising the investigation and enforcement of ordinances and state statutes that deal with animal welfare and public safety. Employees in this class provide supervision, technical expertise and assistance to a subordinate staff of Animal Control Officers involved in field investigations and regulatory code compliance and enforcement work. Work is performed with considerable independence within established departmental policies and standard operating procedures.

### **ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)**

- Supervises the day-to-day field operations of the enforcement division;
- 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 under the care of the Animal Services Department;
- Performs difficult and non-routine investigations and enforcement procedures;
- Supervises the program for permitting, licensing and inspections of individual breeders, commercial pet dealers, kennels, and hobby breeders;
- Supervises the program for permitting, licensing and inspections of guard dogs;
- Supervises the program for conducting inspections on department approved rescue organizations;
- Supervises the program for permitting, licensing and inspections of classified dangerous dogs;
- Assists the public over the telephone, in person and by email answering questions regarding citations, laws, and ordinances;
- Monitors the County's "report an issue" portal (powered by SeeClickfix);
- Maintains control of various records for the Enforcement Section, Rabies Investigation Section and Dispatch Section;
- Reviews reports and citations for accuracy and ensures proper submission;
- Reviews and evaluates affidavits, medical records, veterinary records and photographs submitted by the public for investigations;
- Develops and implements work schedules and coordinates the daily activities of assigned officers;
- Trains and conducts performance reviews on subordinates;
- Develops and implements standard operating procedures and departmental programs;
- 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. This includes, but is not limited to, assisting at the County EOC, assisting at a pet friendly shelter, assisting at the Animal Services main shelter, or assisting at a post disaster animal collection site;
- Performs public speaking events in order to enhance education and awareness of animal services programs, public safety and animal welfare;
- Assists other divisions within the department as needed.

## 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 five (5) years of training and/or experience with animals or regulatory compliance and enforcement, law enforcement or a related field that includes team leader, supervision, or supervisory training; or an Associate's degree in law enforcement, or related field and three (3) 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 and Armament Systems and Procedures Tactical Baton (ASPTB, collapsible bite stick).
- 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 of animals;
- Knowledge of Pinellas County ordinances and Florida Statutes 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 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 and spelling;
- Knowledge of public recordkeeping practices and procedures;
- Knowledge and skill in effective public relations;
- Skill in the application of superior 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 collect and analyze information and present conclusions;
- Ability to train and lead the work of subordinates;
- Ability to make prompt, accurate decisions during emergency situations;
- Ability and willingness to work outside in a sub-tropical climate under adverse weather conditions;
- Ability to simultaneously handle multiple calls/tasks.

## PHYSICAL/MENTAL DEMANDS

The work is very heavy work which requires exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force occasionally 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 potentially hazardous environments with crisis situations that require major decisions involving people, resources, and property.