

Animal Control Officer Job Description • Juneau Animal Rescue

JOB TITLE:	<u>Animal Control Officer</u>	REPORTS TO:	<u>Animal Control Director</u>
-------------------	-------------------------------	--------------------	--------------------------------

ESSENTIAL DUTIES AND PRIMARY JOB PURPOSE *includes the following. Other duties may be assigned.*

- Uses excellent communication skills, shows understanding, friendliness, courtesy, diplomacy, empathy, and politeness towards others; develops and maintains effective relationships with others; this position includes effectively dealing with individuals who may be difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.
- Works in stressful situations with patience and diplomacy while often handling difficult individuals and animals. Possesses the ability to diffuse potentially dangerous and highly emotional situations.
- Enforces local and State laws and ordinances concerning the care, use, treatment, licensing, vaccinating and impounding of animals.
- Conducts cruelty & neglect investigations, performs welfare checks and inspections, issues city citations, written and verbal warnings, and prepares written reports of daily activities.
- Must have a demonstrated ability to read, understand, and explain applicable State and local laws, regulations, and ordinances; obtain cooperation and compliance from members of the public, analyze a situation and adopt a course of action, exercise tact and independent judgment in dealing with the public, and speak to a wide range of people.
- Prepares clear and concise written investigative reports for use in court hearings and other legal situations, present a positive public image, develop working relationships with co-workers, agencies, and organizations
- Provides education to a wide range of the public about relevant domestic animal regulations and humane animal care.

TASKS & MAJOR RESPONSIBILITIES

1. Provides assistance and advocacy to animals in need.
2. Routinely patrols designated areas in an animal control vehicle to search for stray, sick, injured, or dead animals and provide services as needed. Enforces local animal laws and ordinances such as canine licensing, rabies vaccinations, quarantining, animal bites, leash laws, barking complaints, animals at large and in traffic, Dangerous Dogs, etc.
3. Responds to calls from the public, law enforcement agencies, or other city departments concerning injured, stray, sick or dangerous animals and violations of animal control ordinances.
4. Takes custody of and confines stray, distressed, injured, and nuisance domestic animals in the most safe, humane and approved manner possible. May administer basic first aid to animals in the field. Transports animals to sheltering facility or veterinary clinic. Prepares animal remains for rabies testing. Picks up and disposes of dead animals on roadways or other areas. Assists with euthanasia of terminally ill or extremely aggressive animals when necessary.
5. Educates the public regarding responsible pet ownership and animal control policies, laws and ordinances. Participates in public school and community group educational presentations.
6. Collects license, vaccination, redemption fees and fees for other services rendered to the public.
7. Arbitrates disputes when possible. Issues written & verbal warnings or citations when necessary. Appears for scheduled court hearings and testifies regarding civil infractions, custody hearings and criminal cruelty charges. Coordinates efforts with other community professionals such as police officers, City Attorney's office, court officials, veterinarians and other shelter advocates.
8. Conducts general investigations of animal related problems such as objectionable animal complaints, neglect, cruelty, and abandonment. Prepares written investigative reports that may be introduced as legal court documents.
9. Assists in the care of impounded animals when necessary.
10. Once fully trained, uses department issued safety gear and defensive weapons, such as body armor, Tasers, gel-pepper guns, and ASP batons.

QUALIFICATION REQUIREMENTS: *To perform this job successfully, an individual must be able to perform each essential duty and task satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.*

1. Recognizes or uses correct English grammar, punctuation, and spelling; communicates information, ideas, or messages in a brief, clear, and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.
2. Must be willing to undergo a rigorous training period that will include but not be limited to: learning the physical and behavioral characteristics of animals, learn breed identification, learn and recognize symptoms of rabies and other common animal diseases, learn safe animal handling techniques; animal capture and restraint methods. Must be willing to handle sick, injured, dangerous, or dead animals and decomposing animal carcasses in a safe and humane manner.
3. Must be willing to undergo a rigorous training period that will include but not be limited to: interview and evidence gathering procedures and techniques; law enforcement techniques, principals and practices; animal capture and restraint methods; State and local ordinances; legal and court room proceedings.
4. Has experience working with confidential information. Behaves in an honest and fair manner. Shows consistency in words and actions. Models high standards of personal and professional ethics.
5. Ability to use a logical, systematic, and sequential approach to address problems or manage a situation by drawing on one's knowledge and experience base and calling on other references and resources as necessary.
6. Has working knowledge of using social media databases for information concerning past and potential crime and events.
7. Ability to travel out of state for advanced training (1 week in the first 6 months of employment).
8. Ability to maintain strict confidentiality.
9. Ability to work and make reasonable decisions in highly stressful situations.
10. Proficiency in Windows, Word, and Excel.
11. Valid driving license with a clean driving record.
12. Willingness to submit to drug and alcohol screening.
13. Must be 21 years of age or older.
14. Must have a high school diploma or the equivalent. (****A degree or college level course work in communications, social work, animal science, or related fields is preferred but not required***)
15. Background in Animal Sciences, Veterinary Sciences, or Law Enforcement is preferred but not required.
16. Must be able to move animals or objects weighing up to 100 lbs.
17. Must be able to work in the field a majority of the time, wear a uniform, work shifts, weekends and be on-call at least 2-3 nights per week as required.
18. Must show successful completion of a criminal background investigation at the time of an interview.

Additionally, successful candidates will demonstrate the following knowledge, skills, & abilities (KSAs):

- Ability to effectively communicate, including writing and editing
- Ability to effectively collaborate with a team.
- Strong problem-solving and decision making skills.
- Ability to multi-task and prioritize duties in a dynamic and fast-paced environment.

Please submit the following to JAR Animal Control Director, Officer Karen Wood, at officerwood@akjar.org:

1. Cover letter outlining your qualifications as they relate to the responsibilities, minimum qualifications, and knowledge, skills, and abilities listed above;
2. Resume;
3. Three professional references; and
4. A separate writing sample of your choice.

The cover letter, resume, and writing sample will be used to determine which applicants will advance to the interview phase. Only qualified applicants will be contacted.

EMPLOYMENT DISCLAIMER: *This job description is not a contract - management reserves the right to change its contents at any time. This organization complies with the guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate on the basis of Employment disclaimer – this job position is not a contract. Management reserves the right to change the contents at any time. This organization complies with the guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate on the basis of sex, race, color, age, national origin, religion, disability, genetic information, marital status, sexual orientation, gender identity, citizenship, pregnancy or veteran status, or any other status protected by applicable law. This organization is an Equal Opportunity Employer.*