

ANIMAL CONTROL OFFICER 1

Job Code	Pay Grade
20000	CL12

Nature of Work

This is shelter based field based work and telecommunications work processing calls and dispatching Pinellas County Animal Services (PCAS) resources enforcing animal Control regulations, animal licensing, and leash laws ensuring the public health and safety of citizens as outlined in Pinellas County Code Chapter-14. Employees in this class enforce animal control codes, issue warnings, citations, and summons. Incumbents apprehend stray animals. Work requires a high degree of tact, patience, and courtesy dealing with pet owners. Incumbents in this class must maintain a calm, professional demeanor while handling a variety of emergency and non-emergency calls. Work consists of a variety of activities in the PCAS department to ensure the public health and safety of Pinellas County citizens. Work includes exposure to zoonotic diseases and personal risk during periodic contact with hostile or diseased animals with possible exposure to human disease and risk of personal injury. The work requires independent judgment and initiative to complete field assignments. Incumbents in this classification are responsible for making independent decisions regarding the dispatch of the proper equipment to handle PCAS calls; relays information and executes tasks/requests related to these emergencies. An incumbent may continue to perform Animal Control Officer 1 functions for an indefinite time or non-competitively advance to Animal Control Officer 2 at the discretion of the appointing authority. The position reports to a supervisor or designee.

Minimum Qualification Requirements

- 3 years training and/or experience with animals or regulatory compliance and enforcement, law enforcement, military, or a related field; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Applicant must secure certification from the 40-hour minimum standards training course approved by the Florida Animal Control Association within 6 months of hire.
- 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.
- Candidate to demonstrate more advanced proficiency, competency, and satisfactory completion of regularly assigned work in an independent manner. Appointing Authority retains discretion to employ an incumbent at this level or advance the incumbent non-competitively or competitively, after a candidate meets the minimum qualifications to an in-line career ladder position within the same organization or department.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Enforces county code regulations and laws regarding vicious dogs, rabies control, leash laws, pet breeders and animal licensing requirements.
- Screens calls and determines the appropriate actions by following standard operating procedures.
- Receives and disseminates information via telephone, radio dispatch and computer monitors while simultaneously performing associated duties.
- Maintains accurate records of incoming and outgoing calls by entering information into computer.
- Writes and issues citations for violations of the Pinellas County Animal Control Ordinance; appears in court to provide testimony when required.
- Locates, captures and impounds stray or vicious animals; investigates reports and citizen complaints of animal bites, mistreatment, animal cruelty, sickness and abandonment; reports incidents beyond realm of authority to proper agencies for action and rescues animals.

ANIMAL CONTROL OFFICER 1 (continued)

Job Code	Pay Grade
20000	CL12

Illustrative Tasks (continued)

- 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.
- Patrols assigned areas for animal control code violations; assists law enforcement officers in resolving conflicts involving animals; maintains records on daily field activities.
- Delivers licenses to veterinarians, collects fees when applicable and assists in communications, kennel or administrative work as required.
- Pursues, captures, and impounds unlicensed, stray and uncontrolled animals.
- Examines captured animals for license tags, microchips, vaccination/license tags, and signs of illness/injury.
- Performs public education and awareness of animal services programs and activities.
- May perform lead worker duties and provide input on performance evaluations, coaching and counseling, and disciplinary action.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge and skill to restrain, handle, and care for animals in a humane manner.
- Knowledge of animal custody and maintenance.
- Knowledge of county geography and roadways.
- Knowledge of two-way radio operation.
- Knowledge of computer systems, which includes personal computer workstations and laptops.
- Knowledge of zoonotic diseases and be able 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 learn animal licensing and leash laws, animal control enforcement procedures and use of equipment.
- Ability to enforce the law with firmness and impartiality and explain regulations to the public with tact and courtesy.
- Ability to maintain composure under stressful situations and possession of physical strength and stamina to endure varying weather conditions and pursue and apprehend animals.
- Ability to make prompt, accurate decisions during emergency situations.
- Ability to simultaneously handle multiple calls/tasks.

For official use only

Revised	EEOC Code	Overtime Code
1/16	Protective Services	Classified