

ANIMAL CONTROL OFFICER 2

Job Code	Pay Grade
20010	CL13

Nature of Work

This is advanced field level and office work enforcing animal and rabies control regulations which include animal cruelty and neglect laws. Work involves a variety of activities in the Animal Services Department to ensure the public health and safety of Pinellas County citizens. Work requires providing 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, employees in this class perform a variety of duties involving radio and telephone communications, administration, lead work, and specialized programs. Incumbents in this classification are responsible for making independent decisions regarding the disposition of complex investigations; relaying information and executing tasks/requests related to these investigations. Work hours are flexible and employees are expected to perform duties of lower or higher level officers when required.

Minimum Qualification Requirements

- 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 4 years training and/or experience with animals or regulatory compliance and enforcement, law enforcement, military or a related field; or
- Associate's degree in law enforcement or related field and 2 years experience as described above; 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.
- 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 highly desirable knowledge, skills, abilities, and credentials relevant to a position.

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

- Writes and issues citations for violations of the Pinellas County Animal Control Ordinance; 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; 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; issues notices of violation or citations as required.

ANIMAL CONTROL OFFICER 2 (continued)

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Illustrative Tasks (continued)

- Conducts difficult and non-routine investigations of complaints either on foot or driving in a truck; 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.
- May be required to use 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.
- Performs related work as assigned or required.

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 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 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.

For official use only

Revised	EEOC Code	Overtime Code
1/16	Protective Services	Classified