

UNION COUNTY, SOUTH CAROLINA

JOB DESCRIPTION

JOB TITLE: ANIMAL CONTROL OFFICER

DEPARTMENT: CODE ENFORCEMENT/ANIMAL CONTROL

Salary Range: \$32,923.55-\$46,229.78

A09

GENERAL STATEMENT OF JOB

Under direction direct supervision, this position works within the activities and operations of the Animal Control Division, including the impounding, caring for and disposing of animals as appropriate; enforces County ordinances governing the care and keeping of domestic animals and livestock in an effort to maintain public safety and welfare. Performs related work as required. Reports to the Manager of Union County Codes and Animal Control.

SPECIFIC DUTIES AND RESPONSIBILITES

ESSENTIAL JOB FUNCTIONS

Follows and recommends animal control policies and procedures.

Works with others in division activities and other divisions, departments and outside agencies and organizations. Works well with others, and as a member of a team.

Cares and maintains County provided equipment, and communicates needs of supplies to supervision.

When assigned, supervises the work of inmate workers, and follows all policies related to inmate use provided by the South Carolina Department of Corrections, Union County Detention Center and department policy.

Performs duties as either an animal control officer or works within the animal shelter; ensures proper documentation and record are maintained of all activities, in either responsibility. Uses provided software to record and report all activities.

When at the shelter, ensure all are treated with care, feed, exercised, and vaccinated by Policy.

Ensure the shelter is cleaned, sanitized, and maintained in orderly condition, reports any maintenance issues to supervision.

When at the shelter, follows policy of processing animal adoptions.

Investigates complaints of dogs, cats or other animals creating nuisances and takes appropriate action.

Investigates reports of animal abuse, file charges with as appropriate; provides court testimony.

Patrols County streets, roads and highways; searches for and captures stray domestic animals and livestock; removes dead carcasses and livestock from roadways.

Captures and transports sick, injured or potentially rabid animals to veterinary hospital for treatment; impounds and quarantines animals as required.

Responds to calls regarding stray, vicious and/or diseased animals; responds to calls regarding animal bites and quarantines; performs preliminary investigations.

Euthanizes animals according to established policies and procedures.

Provides public education regarding animal control; explains ordinances related to the care and keeping of animals.

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Maintains assigned vehicles and equipment.

Maintain department supplies and equipment; keeps proper inventory records with accuracy.

Responds to and resolves difficult and sensitive citizen inquires and complaints.

Performs basic clerical work as required, including completing forms and reports, answering the telephone, etc.

Prepares and/or processes various documents, including incident reports, vehicle maintenance records, adoption forms, animal seizure forms, notices, and various other forms, records, logs, reports.

Refers to policy and procedure manuals, law, codes, directories, maps, animal identification books, etc.

Operates a vehicle, Computer, computer tablet, communication radio, cell phone, pressure washer, dart gun, animal trapping devices, and medical equipment.

Uses clerical and cleaning supplies.

Interacts and communicates with the assigned manager, co-workers, inmate workers, other County employees, law enforcement personnel, veterinarians, customers and the general public.

ADDITIONAL JOB FUNCTIONS

Performs other related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma or GED equivalent supplemented by five to eleven months of experience working in animal control or animal care, or any equivalent combination of training and experience which provides the required knowledge, skills and abilities. Must possess a valid S.C. driver's license. Must possess euthanasia certification issued by the state.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED

TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Task involve the regular and at times sustained performance of moderately physically demanding work, typically involving some combination of climbing and balancing, running,

stooping, kneeling, crouching and crawling, and which involves the lifting, carrying, pushing and pulling of moderately heavy objects and materials (up to 50 pounds) and occasionally heavier items (up to 100 pounds). While performing animal control work, must be able to defend one's self from attack and to restrain animals of varying weights.

Data Conception: Requires the ability to compare and or judge the readily observable function, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

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Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange pertinent and vital information to co-workers. Includes the receiving of information and instructions from supervisor and to give instructions to subordinates.

Language Ability: Requires ability to read a variety of policy and procedure manuals, equipment manuals, etc. Requires the ability to prepare reports, records, forms, etc., with proper format. Requires the ability to speak with and before others with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in oral, written, diagrammatic or schedule form. Requires the ability to use influence systems in the supervision of subordinates; to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions; to teach employees. Must be able to communicate effectively and efficiently with persons of varying educational and cultural backgrounds.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using special equipment and tools; to operate motor vehicles.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, control knobs, buttons, switches, catches, dart gun, etc. Must have the significant levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency, unusual or dangerous situation, or in situations in which working speed and sustained attention are make or break aspects of the job. The worker may be subject to danger or risk to a significant degree.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear)

PERFORMANCE INDICATORS

Knowledge of Job: Has knowledge of pertinent federal, state and local laws, regulations, codes, ordinances and guidelines; County policies and procedures; modern and complex principles and practices of animal control program development and administration; various breeds of dogs, cats and other domestic animals, including livestock; principles of licensing, controlling and disposing of animals; methods of animal collection and impoundment; normal and abnormal animal behavior; and symptoms of

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animal abuse; types of equipment, materials and specialty items used in animal control procedures; the layout of local roads and of the locations and characteristics of various neighborhoods; principles and practices of record-keeping; modern office practices and technology; basic arithmetic. Has skill in the use of dart guns, restraining devices, animal traps, and other animal control equipment. Has the ability to work under stressful or dangerous conditions, often involving considerable personal risk or risk to others; react quickly and calmly in emergency situations; physically pursue,

apprehend and control animals of varying sizes and weights; plan, organize and prioritize daily assignments and work activities; analyze problems that arise in the areas of responsibility and recommend solutions; provide effective training, leadership and supervision of subordinates; learn and utilize new skills and information to improve job performance and efficiency; communicate effectively both orally and in writing; prepare required reports and records with accuracy and in a timely manner; establish and maintain effective relationships with personnel of other departments, professionals and members of the public through contact and cooperation; perform required calculations with accuracy; work under stressful conditions; deal with sensitive situations with tact and diplomacy; deal courteously, yet firmly and effectively with the public in enforcement situations.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgements.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

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Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

Planning: Plans, coordinates and uses information effectively to enhance activities and production. Knows and understands expectations regarding such activities and works to ensure such expectations are met. Develops and formulates ways, means and timing to achieve established goals and objectives. Effectively and efficiently organizes, arranges and allocated manpower, financial and other designated resources to achieve such goals and objectives.

Organizing: Efficiently organizes own work and that of subordinate staff. Ensures that personnel understand what results are expected of them, and that each is regularly and appropriately informed of all matters affecting or of concern to them.

Staffing: This position does not supervise any full-time employees. This position may supervise inmates in the performance of their duties.

Judgment: Able to reason, compare, understand, and think rationally on the job. Makes quality work related decisions based on sound conclusions/data. Employee is able to separate facts from opinions.

Leading: Employee can be relied upon to guide and work with others to the accomplishment of objectives, responsibilities, to promote teamwork and resolve problems.

Dependability/Reliability: Employee can be relied upon to meet work schedules and fulfill job responsibilities and commitments. Meets deadlines and follows instructions.

Decision Making: Exercises discretion and judgment in developing and implementing courses of action and functions under charge. Recognizes when a particular policy, procedure or strategy does not foster the desired result, and moves decisively and explicitly to develop and implement alternatives.

Creativity: Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of functions under charge. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change that supports achievement of goals and objectives.

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Customer Service: To effectively and efficiently meet the needs of those served by continually assessing performance based on customer feedback.

Acceptance: Gains confidence of others and earns respect of subordinates, peers and superiors. Values diversity and respects opposing opinions.

Adaptability: Employee can adapt to job or organizational changes. Readily accepts new responsibilities and assignments.

Communication Ability: Ability of employee to present accurate information to other employees, peers, and superiors.

**DISCLAIMER: This job description is not an employment agreement or contract.
Management has the exclusive right to alter this job description at any time without notice.**