

City of Stockton

## SENIOR ANIMAL SERVICES OFFICER

### DEFINITION

Under general supervision, provides lead direction and day-to-day work review for animal shelter staff; responds to public inquiries and complaints and maintains records; performs other duties related to humane animal protection and services; performs related work as assigned.

### CLASS CHARACTERISTICS

This is the lead or specialist class of the Animal Services Officer series, responsible for the work of shelter personnel in the enforcement of animal laws and the services of a variety of animals. In addition, this class may assume responsibility for overall animal services operations in the absence of the Animal Services Supervisor. This class is distinguished from Animal Services Supervisor, which has overall program planning and administration responsibilities for the entire section.

### PRINCIPAL DUTIES (Illustrative Only)

1. Organizes, schedules, assigns and reviews daily work of staff engaged in providing humane shelter and disposition of stray and unwanted animals; adjusts schedules and areas of assignment based on daily staffing.
2. Receives and assigns service calls; responds to public requests for information and complaints.
3. Enters and accesses computer data; maintains records and prepares periodic or special reports regarding animal services activities, including animals euthanized, adopted or returned to owners and animal services activities provided by contract for other jurisdictions; prepares, maintains and reconciles cash receipts and other records pertaining to the sale and redemption of animals.
4. Determines disposition of animals in accordance with existing laws, regulations and policies and, whenever possible, contacts owners of animals prior to disposal.
5. Provides technical expertise and guidance to field and shelter personnel; refers major non-routine problems to the section supervisor.
6. Assists in selection, performance appraisal and training of assigned employees.
7. Assists the public at the counter, including collecting fees, processing paperwork for release or adoption of animals, conducting facility tours and maintaining positive public relations.
8. Processes spay/neuter refunds; monitors and orders supplies required for section operations.
9. Evaluates and recommends revisions to operations.
10. Participates in field animal services and shelter activities and performs euthanasia of animals by injection when required.

Established:	4/4/88
Resolution:	CC88-0182
Spec Adopted:	10/31/88
Resolution:	CS88-091
Spec Amended:	3/16/00
Resolution:	CS00-018
Spec Amended:	03/03/05
Resolution:	CS05-034
Spec Amended:	5/5/05
Resolution:	CS05-063
Title Changed:	10/18/07
Ratifying Resolution:	CS07-137
Spec Amended:	
Resolution:	
CS Status:	Classified
Unit:	SCEA/ACS
FLSA Status:	Non-Exempt
Formerly Senior Animal Control Officer	

## MINIMUM QUALIFICATIONS

### Education/Experience:

Possession of a high school diploma or GED and three years of experience in animal care or services. Additional course work or training in animal services, animal behavior, public relations or law enforcement is desirable.

### Licensure/Certification:

- Must possess a valid California Driver's license.
- As a condition of continued employment, must possess or obtain within twelve (12) months of appointment, California Penal Code 832 Certificate; and must possess or obtain within eighteen (18) months of appointment required training in accordance with Title 16, Section 2039 of the California Code of Regulations and the State of California Corporations Code, Section 14502. State of California Corporations Code, Section 14502 re-certification must be maintained.
- As a condition of continued employment, must possess or obtain within twelve (12) months of appointment Veterinary Assistant Controlled Substances Permit (VACSP).

### Other Requirements:

- Must be willing to obtain a pre-exposure rabies vaccination, and, when medically required, revaccination shots; and
- Must be willing to work shifts or alternative schedules and be available for 24-hour emergency call back.

### Knowledge of:

- Basic supervisory principles and practices;
- Principles and practices of animal services, animal law enforcement, animal shelter and placement;
- Methods, tools, equipment and materials used in animal services and care;
- Safety regulations, safe work practices and safety equipment related to the work; and
- State and local codes, ordinances and guidelines pertaining to the work.

### Skill in:

- Organizing, scheduling, assigning and reviewing the work of field and shelter animal services personnel;
- Dealing tactfully and effectively with the public in person and on the telephone under hostile and/or emergency conditions;
- Preparing clear, concise records, reports, correspondence and other written materials;
- Using independent judgment and initiative in accomplishing work assignments;
- Handling, capture and serving animals humanely and effectively under stressful or emergency conditions;

- Assessing animal behavior and making effective decisions regarding handling, capturing or destroying the animal; and
- Equipment/Device Operation – Desktop and laptop computers, Smart telephones.

Physical/Mental Abilities:

- Mobility - Frequent sitting for long periods of time, occasional climbing stairs/ladders, kneeling, crawling, twisting (neck/waist), reaching, pushing and pulling; frequent walking, bending, squatting;
- Lifting - Frequent lifting and carrying up to 80 pounds; occasional lifting and carrying over 80 pounds would not be required without assistance from another person;
- Vision - Constant use of overall visual capabilities; frequent need for use of color perception, hand/eye coordination, reading and/or close-up work;
- Dexterity - Frequent holding, grasping, picking, repetitive motion and writing; occasional pushing, pulling and reaching;
- Hearing/Talking - Constant hearing and talking of normal speech in person and on the telephone;
- Special Requirements - May require occasional evening and weekend work and constantly driving;
- Emotional/Psychological - Constant concentration, decision making and public contact; occasional ability to exercise sound judgment, especially under stressful situations; and working alone;
- Environmental Conditions - Occasional exposure to noise; moderate risk of exposure to hazardous materials (dirt, dust, gas, smoke, fumes, poor ventilation), work with bio-hazards such as blood borne pathogens, sewage, waste, etc., walking on uneven ground and working around equipment and machinery and inclement weather; and
- Working Conditions - Primarily performed out of doors which is primarily loud.

*This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirement of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the American with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.*

APPROVED:  
*Original signed by*

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KEVEN P. STAR  
DIRECTOR OF HUMAN RESOURCES  
DATE: \_\_\_\_\_