

City of Stockton

ANIMAL SERVICES ASSISTANT I/II/III

Established:	5/2/06
Resolution:	CC06-0226
Spec Adopted:	5/18/06
Resolution:	CS06-066
Title Changed:	10/18/2007
Ratifying Resolution:	CS07-137
Spec Amended:	3/13/19
To CSC:	3/18/19
Spec Amended:	09/11/23
To CSC:	09/21/23
Resolution:	CS23-0848
Spec Amended:	12/30/2024
To CSC:	1/31/2025
CS Status:	Classified
Unit:	SCEA/AC&S
FLSA Status:	Non-Exempt
Formerly Animal Services Assistant I/II ; Animal Control Assistant I/II	

DEFINITION

Under general supervision, cleans and maintains City animal shelter facilities; feeds, monitors and handles domestic and wild animals held at the shelter; assists the public in locating and handling of animals; performs assigned duties related to humane animal protection and services; and performs related work as assigned.

CLASS CHARACTERISTICS

Animal Services Assistant I is the entry level class in the Animal Services Assistant series. Positions in this class typically require minimal related work experience. The Animal Services Assistant I class is distinguished from the II by the level of performance is less than the full range of duties assigned to the II level. Under close supervision, incumbents learn assigned operations as well as City and department policies and procedures.

Animal Services Assistant II is the journey level class in the Animal Services Assistant series. This class is distinguished from the I level by the assignment of the full range of duties. Incumbents at this level receive relatively less instruction or assistance and are fully aware of the operating procedures and policies within the work unit. Successful performance at this level requires a thorough knowledge of the Stockton Municipal Codes related to Animal Services, City and department policies, procedures, rules and regulations.

Animal Services Assistant III is the senior level class in the Animal Services Assistant series. This class is distinguished from the II level in that incumbents are fully competent to independently perform a variety of Animal Services Assistant duties and the handling of the most complex and difficult assignments. Performs as primary trainer for new employees; functions as shift supervisor when necessary; and performs related work as assigned.

PRINCIPAL DUTIES (Illustrative Only)

*Duties may include, but are not limited to, the following:*

- Receives stray, unwanted, and other wild and domestic animals at the animal shelter from officers and the public.
- Monitors and observes animals for signs of illness or injury and reports symptoms to the supervisor.
- Places animals in appropriate shelter areas according to species and special requirements such as court-ordered quarantine or isolation pending diagnosis of diseases.
- Scrapes, washes, disinfects, and dries kennel runs; cleans and maintains euthanasia area and walk-in refrigeration area; cleans and maintains building and grounds areas at the shelter, including janitorial and groundskeeping work.
- Feeds and provides water for animals as scheduled.

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- Assists the public in claiming lost animals or selecting pets for adoption.
- Immobilizes animals with the use of euthanasia chemicals and equipment.
- Euthanizes animals by injection and disposes of unclaimed, sick, injured or aged animals.
- Stocks food and shelter supplies and keeps inventory.
- Assists in the opening and closing of facilities.
- Maintains basic records and completes forms regarding disposition of animals.
- Assists customers and provides appropriate information over the phone and at the counter.
- Explains applicable procedures, rules and regulations to customers and City departments/staff regarding animal services.
- Participates in the resolution of customer inquiries in accordance with established policies, procedures, and rules.
- Performs cashiering functions at the public counter; processes payments and animal license fees; makes change; counts and balances cash.
- Represents the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Fosters an environment that embraces integrity, service, inclusion and collaboration.
- Builds and maintains positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Performs related duties as assigned.

### QUALIFICATIONS

#### Knowledge of:

- Basic species and breed identification of a variety of domestic and common wild animals;
- Symptoms and behavior associated with rabies and other common diseases of animals;
- Basic record keeping principles and practices;
- Basic arithmetic, including adding, subtracting, multiplying and dividing;
- Modern office practices, methods, and computer equipment including relevant software programs;
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation;
- Safe work practices; and
- Principles and practices of excellent customer service.

#### Skill in:

- Learning and applying state and local laws, codes and ordinances relating to the care, keeping, treatment and impounding of animals;
- Learning to operate various equipment and tools used in the operation of the shelter and euthanasia;
- Learning and applying policies and procedures relating to shelter operations and animal care, feeding, handling, adoption, euthanasia, and disposal;
- Euthanizing and handling animals humanely and effectively under stressful circumstances;

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- Responding calmly and effectively in emergency situations;
- Dealing tactfully, courteously and effectively with the public when providing customer service;
- Keeping accurate written records;
- Understanding and carrying out oral and written instructions and prioritize workload to meet deadlines;
- Reading, writing and comprehending the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation;
- Communicating effectively, tactfully and positively in both oral and written form;
- Operating and using modern office equipment and technology, including computers and applicable software;
- Utilizing appropriate safety procedures and practices for assigned duties;
- Establishing and maintaining effective working relationships with those contacted in the course of work; and
- Contributing effectively to the accomplishments of City goals, objectives and activities.

### Education/Experience:

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

Animal Services Assistant I: Possession of a high school diploma or GED.

Animal Services Assistant II: Possession of a high school diploma or GED and one year of experience at a level equivalent to the City's Animal Services Assistant I.

Animal Services Assistant III: Possession of a high school diploma or GED and one year of experience at a level equivalent to the City's Animal Services Assistant II.

### Other Requirements:

#### All Levels:

- Must possess a valid California driver's license.
- As a condition of continued employment, 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.
- Must be willing to obtain a pre-exposure rabies vaccination, and when medically required, revaccination shots.
- May be required to work alternate shifts and schedules.

Level I: As a condition of continued employment, must possess or obtain within twelve (12) months of appointment Veterinary Assistant Controlled Substances Permit (VACSP).

Level II and III: Must possess a Veterinary Assistant Controlled Substances Permit (VACSP). Veterinary technician experience preferred but not required.

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### Physical/Mental Abilities:

- Mobility - Frequent walking, bending, squatting; occasional sitting for long periods of time, climbing stairs/ladders, kneeling, crawling, twisting (neck/waist), reaching, pushing and pulling;
- Lifting and Carrying - Frequent lifting and carrying up to 50 pounds; occasional lifting and carrying over 50 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 both in person and on the telephone;
- Special Requirements - May be required to occasionally work evening and holiday shifts; constant weekend work; and occasional 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 bloodborne pathogens, sewage, waste, etc., walking on uneven ground and working around equipment and machinery and inclement weather;
- Working Conditions - Primarily performed in kennel areas which is primarily loud;
- Must be willing to work outdoors in all weather conditions; with exposure to infectious animal diseases, animal wastes, animal bites, allergens, and various industrial cleaning and disinfecting chemicals; safe and responsible handling and disposal of sharps (needles and other sharp instruments) and
- Must be able to tolerate the administration of euthanasia of animals.

*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:



ROSEMARY RIVAS  
DIRECTOR OF HUMAN RESOURCES

DATE: December 30, 2024