



CARROLLTON TEXAS

DATE	August 2023
JOB CODE	
FLSA	NON-EXEMPT
EEO	

JOB TITLE: Animal Services Officer
DEPARTMENT/DIVISION: Environmental Services/Animal Services
REPORTS TO: Animal Services Division Manager

SUMMARY: Responsible for performing activities related to enforcing animal services rules and regulations including patrolling neighborhoods to assist with stray or abandoned animals and assisting residences with resolving nuisance violations. Work is performed with limited supervision.

ESSENTIAL JOB FUNCTIONS:

- Patrols assigned area for emergency and non-emergency animal situations, including strays and wildlife. Investigates complaints and bite reports. Collects rabies specimens. Performs vector control activities.
- Apprehends and impounds pet and stray animals in violation of animal control ordinances.
- Issues warnings and citations-to pet owners. Attends court hearings to provide information on violations and supporting documentation.
- Responds to a variety of requests for service including-complaints from the community, to mediate animal disputes with neighbors, and to provide information.
- Educates the public on animal control ordinances, policies, and procedures, including proper control and care of pets.
- Assists in euthanizing animals, following established guidelines and procedures. Assists in maintaining applicable euthanasia records and monitoring compliance with applicable certifications.
- Assists the public in locating lost pets and adopting new pets. Works with the general public and rescue/humane organizations to re-home animals from the shelter to permanent homes. Evaluates temperament, health, and general adoptability of animals to ensure a safe and lasting adoption, which includes working with wildlife rehabilitators for the successful rehabilitation of injured or orphaned wildlife.
- Responds to emergency situations involving animals on an on-call basis after normal business hours.
- Participates in law enforcement functions requiring animal control assistance.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of animal care and handling principles and practices.
- Knowledge of common animal and zoonotic diseases.
- Knowledge of animal behavior.
- Knowledge of animal breeds.
- Knowledge of animal traps, catch poles, and chemical immobilization techniques.

- Knowledge of sedatives utilized on animals.
- Knowledge of basic animal anatomy.
- Knowledge of proper cleaning and sanitizing methods and procedures.
- Skilled in caring for animals.
- Skilled in applying independent judgment, personal discretion, and resourcefulness in interpreting and applying guidelines.
- Skilled in issuing citations and violations in accordance with applicable policies and procedures.
- Skilled in providing customer service.
- Skilled in restraining and handling difficult animals.
- Skilled in reading, interpreting, applying, and explaining rules, regulations, policies, and procedures.
- Skilled in operating a computer and related software applications.
- Skilled in communicating effectively with a variety of individuals, including good written and verbal communication skills.
- Ability to lift up to 75lbs without assistance, including loading an animal into a transport unit.

SUPERVISORY/BUDGET RESPONSIBILITIES:

- None.

MINIMUM QUALIFICATIONS:

- High school diploma or G.E.D. equivalency.
- General experience handling and restraining animals.
- 1-2 years of customer service experience.
- Ability to obtain Euthanasia Technician Certification, as required by city policy, within 6 months of employment.
- Ability to obtain State of Texas Basic Animal Control Certification within one year of employment.
- Requires a valid Texas Driver's License.

PREFERENCES:

- None.

WORKING CONDITIONS:

- Frequent climbing, balancing, reaching, sitting, standing, walking, stooping, kneeling, crouching, talking, seeing, hearing, smelling, and manual dexterity.
- Occasional lifting and carrying of more than 100 pounds.
- Work is typically performed in both a standard office and outdoor environment, with potential exposure to adverse weather conditions.
 - Work is occasionally performed in close quarters and high and precarious places.

- Potential exposure to electrical shock, vibrations, fumes or airborne particles, infectious diseases, chemicals, and criminal suspects.
- Drive pick-up truck with animal transport equipment.
- Uses two-way radios, multi-line phone system and cellular phone.
- Frequent use of medical devices including syringes, needles, droppers, swabs and medical safety equipment.
- Administers canine and feline vaccinations, to include mixing, preparation and administer.
- Utilizes animal restraint equipment including restraint pole, snake pole, snake tongs, flexible snare, several size animal traps, injured animal transport equipment, animal muzzles, halters, livestock leads and harness.
- Uses high pressure cleaning equipment.
- Utilizes personal protective equipment.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.
- Must maintain a valid Texas Driver's License.
- Must obtain Euthanasia Technician Certification, as required by city policy, within 6 months of employment.
- Must obtain State of Texas Basic Animal Control Officer Certification within 1 year of employment.