



DATE	August 2023
JOB CODE	
FLSA	NON-EXEMPT
EEO	

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

SUMMARY: Responsible for performing activities of an Animal Control Officer and performs lead activities such as assisting with staff performance, monitoring staff on a day-to-day basis, preparing monthly activity reports, providing training, and serving as a safety coordinator. Work is performed with limited supervision.

ESSENTIAL JOB FUNCTIONS:

- Participates in monitoring the day-to-day operations of the department and performing a variety of administrative activities, which includes: preparing and reviewing activity reports; coordinating monthly on-call and holiday schedules for on-call staff; and/or, performing other related activities.
- Performs vector control program services, which includes: ordering required equipment and supplies; preparing sprayers for calibration; spraying residential streets; completing vector control reports; coordinating staff participation in vector control activities; and/or, performing other related activities.
- Serves as the safety coordinator for the department, which includes: facilitating safety meetings; processing safety meeting notes and sign-in sheets; researching and conducting follow-up on staff concerns; assisting with the completion of accident and injury reports; and/or, performing other related activities.
- Educates the public on animal control ordinances, policies, and procedures, including proper control and care of pets.
- Responds to emergency situations involving animals on an on-call basis after normal business hours.
- 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 wildlife habitat management principles and practices.
- Knowledge of animal breeds.
- Knowledge of animal traps, catch poles, and chemical immobilization techniques.
- Knowledge of sedatives utilized on animals.
- Knowledge of applicable laws, rules, regulations, and procedures.
- Knowledge of basic animal anatomy.
- Knowledge in resolving team conflict.
- Skilled in applying independent judgment, personal discretion, and resourcefulness in interpreting and applying guidelines.
- Skilled in mediating conflict.
- Skilled in applying vector control processes.
- Skilled in providing customer service.
- Skilled in restraining and handling difficult animals.
- 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 75 lbs. without assistance, including loading an animal into a transport unit.

SUPERVISORY/BUDGET RESPONSIBILITIES:

- Lead responsibility over Animal Services Officers.
- Assist Animal Services Manager with preparing mid-year and annual performance evaluations for field staff.
- Initiate Positive Performance Management to encourage strong performance and correct performance deficiencies.
- Complete accident/injury reports as needed.

MINIMUM QUALIFICATIONS:

- High school diploma or G.E.D. equivalency.
- Three years of progressively responsible animal control experience.
- 3-4 years of customer service experience.
- Must have a current State of Texas Basic Animal Control Certification.
- Ability to obtain State of Texas Advanced Animal Control Certification within 1 year of employment.
- Ability to obtain Euthanasia Technician Certification, as required by city policy, within 6 months of employment.
- Requires a valid Texas Driver's License

PREFERRED QUALIFICATIONS:

- 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 Advanced Animal Control Certification within 1 year of employment.