

City of Bluffton

Job Description

Job Title: Animal Control Officer (Full-time/Part-time/Seasonal)
Department: Animal Shelter
Reports To: Animal Control Manager
FLSA Status: Nonexempt
Last HR Review: July 2016

Principal Function: The Animal Control Officer is responsible for providing assistance in the care, feeding, cleaning, sheltering and grooming of animals, as well as in the maintenance of the Animal Shelter Building.

Essential Duties and Responsibilities: Duties include, but are not limited to:

1. Performs general cleaning and sanitizing work within the Animal Shelter Building to include: floors, food and water bowls, cages, and dog beds.
2. Feeds and cares for animals, as needed.
3. Provides support to Animal Control operations to include: answering the telephone, maintaining records, and assisting in the adoption and reclaiming of animals.
4. Responds to animal complaints, dealing with stray, injured and dead animals.
5. Maintains and cleans vehicles used by the Animal Control Department to include: cleaning and performing basic preventative maintenance.
6. Enforces City and County Animal Control ordinances, to include sending out notices concerning violations.
7. Euthanizes animals according to established standards and regulations.

Supervisory Responsibilities: This job has no supervisory responsibilities.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty according to the requirements of the organization. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

Competencies: To perform this job successfully, all employees working in the City should demonstrate the following competencies:

- **Customer Service** – Responds to requests for service and assistance; Manages difficult or emotional customer situations focusing on listening without interrupting and keeping one's emotions under control; Solicits customer feedback to improve service; Maintains confidentiality and meets commitments.
- **Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for their own actions; Follows through on commitments.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Job-related Competencies – To perform this job successfully, employees in this job should demonstrate the following competencies:

- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Oral Communication** -Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

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- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Adaptability** - Adapts to changes in the work environment; Manages competing demands; changes approach or method to best fit the situation; Able to deal with frequent change, delays or unexpected events.

Education and/or Experience: High school diploma or general education degree (GED); or three months related experience and/or training; or equivalent combination of education and experience. Previous Animal Control experience is desired.

Other Skills and Abilities: The following skills and abilities are either required or desired.

- A working knowledge of Animal Control Department policies, procedures, standards and work methods and the ability to enforce them is required.
- A working knowledge of City and County Animal Control ordinances is required.
- The ability to use equipment and a variety of hand tools to include: a mop, shovel, animal control tools, pressure washer, vacuum sweeper and camera is required.
- The ability to operate Animal Control Department vehicles is required.
- A working knowledge of record keeping and report writing is required.
- The ability to operate a computer, printer, copy machine, scanner, fax machine, and other office equipment is desired.
- The ability to speak, read and write in English is required. Spanish is desired.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this job, the employee is regularly required to walk; stand; use hands to finger, handle, or feel; stoop, kneel, crouch, or crawl; reach with hands and arms; and talk or hear. The employee is frequently required to sit; climb or balance; and taste or smell and lift and/or move up to 100 pounds with an assistive device.

Specific vision abilities required by this job include close vision (clear vision at 20 inches or less), distance vision (clear vision at 20 feet or more), color vision (ability to identify and distinguish colors), peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point), depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and the ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this job, the employee regularly is exposed to wet or humid conditions (non-weather). The employee is frequently exposed to fumes or airborne particles; toxic or caustic chemicals; and outdoor weather conditions. The employee is occasionally exposed to work near moving mechanical parts; work in high, precarious places; and the risk of electric shock. The noise level in the work environment is usually moderate to loud.

While the offices of the City are open from 8:00 a.m. to 5:00 p.m., Monday through Friday, this position may require work beyond these hours and on the weekends and on holidays. Employees are also required to drive Animal Control Department vehicles. Thus, a valid driver's license is required.