



## Salt Lake County Job Description

### Animal Control Enforcement Associate

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**DEPARTMENT:** Public Works

**JOB CODE:** 864 **GRADE:** 011

**SALARY PLAN:** GEN

**SAFETY SENSITIVE:** Yes

**DIVISION:** Animal Services/4100

**FLSA STATUS:** Non-Exempt

**EFFECTIVE DATE:** 07/01/2017

#### **JOB SUMMARY**

Enforces ordinances governing the care and control of animals, provides a variety of specialized customer service duties, adoption screening and counseling, maintains appropriate records, and investigates and resolves public complaints.

#### **MINIMUM QUALIFICATIONS**

Three (3) years of experience in field closely related to these duties or an equivalent combination of related education and experience.

#### **ESSENTIAL FUNCTIONS**

- Act as the first contact for customer service issues for the agency in resolving animal-related issues such as adoptions, lost pets, license renewals and sales, impounds, relinquishments, fee assessments, vaccination/sterilization, animal ordinances, and similar issues. Responds to irate, difficult, and distressed customers.
- Issues criminal citations and notice of violations in accordance with animal ordinances, and enforces animal ordinances and state statutes.
- Collect all fees according to policy and ordinances, and acts as cashier. Processes cash, check and credit card transactions for services provided. Balances funds at the end of the business day and reconciles discrepancies.
- Impound animals that are stray, abandoned, rabid, in distress and/or dangerous by safely utilizing a variety of tools and techniques. Observes and evaluates the condition of animals and provides basic first-aid.
- Processes routine applications, supporting documents and information for animal licenses, animal permits, and determines that all applications are accurate and in compliance with procedures, ordinances, and policies.
- Receives and responds to animal-related calls, and resolves nuisance complaints by educating animal owners and complainants about animal control ordinances, and providing advice.
- Works with databases to enter and retrieve complex records regarding animals, owners, violations and citations, referrals, and general information. Prepares and updates a variety of reports.
- Participates in court proceedings, and testifies in court as necessary.
- Investigates complaints of animal bites and places animals under appropriate quarantine.

## **KNOWLEDGE, SKILLS AND ABILITIES (KSA)**

### **Knowledge of:**

- Accurate computer data entry and write/print legibly.
- Basic principles and practices of animal handling and husbandry.
- Various animal breeds, behavioral characteristics, and common symptoms of disease.
- Animal ordinances and state statutes.
- General office procedures and methods.
- Cash handling, fund reconciliation, and deposit procedures.
- Modern office equipment, including computers and software.

### **Skills and Abilities to:**

- Communicate effectively and negotiate with emotionally upset or hostile animal owners or complainants.
- Prioritize, organize and carry out work assignments.
- Safely handle animals.
- Learn how to process information/merchandise through register system.
- Observe and record symptoms, reactions, and progress of animals.
- Maintain quality, safety, and/or infection control standards.
- Communicate tactfully and courteously when interacting with the public and coworkers.
- Learn, interpret, apply and explain applicable ordinances, codes, regulations, policies and procedures governing general animal control practices.

## **WORKING CONDITIONS AND PHYSICAL REQUIREMENTS**

Lifting, carrying, pushing and pulling loads of 25 – 75 pounds on an intermittent basis.

Regular exposure to animals that may bite, kick, scratch or be diseased (including rabies), as well as fur, dander, unpleasant odors, loud noises, exposure to unsanitary conditions, dust, gases, and chemicals.

## **IMPORTANT INFORMATION REGARDING THIS POSITION**

Incumbents are required to participate in a rotating schedule, which may include weekends and holidays.

Revised Date/Consultant's Initials: 08/09/2017 SW