

**MAJOR FUNCTION**

This is technical, investigative, and community engagement work supporting Animal Services while performing code enforcement activities for the City of Tallahassee. Incumbents investigate citizen complaints to ascertain compliance with, and enforcement of, municipal codes, ordinances, and statutes that promote public safety, support animal welfare, mitigate the spread of infectious disease, and improve quality of life. This includes the capture, detention, and disposition of abandoned, stray, uncontrolled, or dangerous animals. Work is performed in response to citizen complaints or emergency circumstances, as well as during routine patrols. Duties are performed in accordance with established ordinances, policies, and procedures. Work is performed under the general supervision of a superior; however, the incumbent is expected to exercise independent judgment and discretion, tact, patience, and self-control under trying circumstances in performing work. Performance is evaluated based on oral and written reports, observations, and by results obtained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Responds to citizen concerns regarding sick, injured, loose and/or aggressive animals. Captures, restrains, and impounds animals in violation of municipal code of ordinances. Investigates and resolves animal related complaints including but not limited to nuisance issues and reports of animal neglect and cruelty. Mediates volatile situations between complaining parties and pet owners. Takes photos, records video, collects evidence, and writes comprehensive reports. Issues warning notices, civil citations for violations, acts as a witness in criminal investigations, and testifies in court. Conducts in depth investigations on dogs petitioned to be dangerous and may testify at administrative appeal hearings. Enforces rabies vaccination requirements for domestic pets and responds to calls regarding potentially rabid wildlife that may be putting people and pets at risk. Assists first responders at crime scenes, fires, vehicle accidents, and evictions where animals are present. Educates the public on the ordinances, liabilities, and responsibilities applicable to pet ownership to include conducting presentations for students, associations, and at community events. Assumes on-call emergency responsibilities and responds to sick, injured, or aggressive stray animals 24 hours a day. Safely operates assigned vehicle to patrol neighborhoods and parks for violations. Processes animals into the shelter through proper completion of forms and computer data entry. Assists in training newly hired team members.

**Other Important Duties**

Cleans and maintains assigned vehicle. Transports animals to local veterinarians for emergency care. Performs dispatching duties when needed. Supports the Animal Service Center to include performing euthanasia. Will be required to work on-call nights, weekends, and holidays on a rotational basis. May be designated as emergency essential staff. May be required to obtain medical clearance for respirator use. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Interest in creating a safe, pet friendly community where animals are humanely cared for, and pet owners are educated and act responsibly. Considerable ability to comprehend, interpret, and technically apply City codes and ordinances related to animals. Thorough knowledge of accepted animal control enforcement procedures, techniques, and medications involved in capture, care and maintenance, or disposition of animals. Thorough knowledge of the safe and efficient use of assigned equipment. Ability to handle animals safely and humanely while capturing, transporting, and sheltering. Thorough knowledge of local and state laws pertaining to animals. Ability to plan, organize, and maintain a workflow consistent with work demands. Ability to communicate effectively, clearly, and concisely, both orally and in writing. Ability to exercise considerable judgment in making

decisions in accordance with laws, rules, policies, and procedures. Ability to establish and maintain effective working relationships. Ability to use good judgment and tact in contacting and securing the cooperation and compliance of pet owners and when explaining regulations to the public. Thorough knowledge of the road networks of the City. Working knowledge of business English, spelling and arithmetic. Working knowledge of the operation of a two-way radio. Ability to enforce the law with firmness and impartiality. Ability to adapt in a changing environment daily, including volatile people and aggressive animals. Ability to work effectively under the stress associated with euthanasia, abuse, neglect and animal welfare. Ability to work during adverse weather conditions. Ability to lift heavy animals. Ability to recognize animal breeds. Ability to recognize animal behavior (dog, cat, small animal, exotics and livestock). Skill in the use of personal computers, including Microsoft Office and database, Chameleon.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and three years of professional work experience in animal control enforcement, animal care and handling, law enforcement, or code enforcement; or possession of a high school diploma or an equivalent recognized certificate and completion of Florida recognized Animal Control Officer certification with two years of professional work experience in animal control enforcement, animal care and handling, law enforcement, or code enforcement. Must be able to demonstrate responsible pet ownership and care (e.g. vaccinations, neutering, spaying and wellness check-ups) via presentation of veterinary records for any owned pets.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment.

Within six months of employment, must obtain Animal Control Officer and Euthanasia certifications.

Established: 11-05-96  
Revised: 12-19-97  
10-02-03\*  
09-24-04  
04-27-09\*  
02-09-15  
09-17-19  
07-14-23