

ANIMAL RESOURCE OFFICER II

DEFINITION

Under general supervision, explains and enforces laws and ordinances related to the treatment, control and licensing of animals; conducts animal control services in designated City areas, responds to calls for service and transports animals to facilities; engages and partners with the community regarding awareness and education on animal laws and resources; issues citations and warnings; and performs related work as required.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from the Animal Center Supervisor. Exercises no supervision.

DISTINGUISHING CHARACTERISTICS

Animal Resource Officer II is the experienced level classification in which incumbents enforce codes and regulations pertaining to the treatment and control of animals and engage with the community on resources and collaboration in support of animal services. Incumbents must demonstrate initiative, tact, and sensitivity in the humane treatment and handling of animals and must be able to communicate effectively with diverse groups within the City.

Animal Resource Officer II is the experienced level in the Animal Resource Officer classification series. Incumbents are sufficiently trained and experienced in the performance of Animal Resource Officer duties. Animal Resource Officer II differs from Senior Animal Resource Officer in that the incumbents of the latter provide lead direction and training to assigned staff and volunteers and perform the most complex duties.

Incumbents will be required to work nights, evenings, weekends, and holidays and respond to after-hours emergencies as needed; will be exposed to a working environment with animals (primarily dogs and cats) which may lead to possible exposure of unpleasant odors and noises, allergens, interactions with animals, and possible exposure to zoonotic diseases; and will be required to handle and restrain animals humanely and safely using approved protocols and practices.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

May include, but not limited to, the following:

Enforces applicable animal control ordinances and regulations governing the licensing, impounding and disposal of animals; conducts animal control services in the designated City area; responds to complaints regarding stray, vicious, injured or deceased animals and animal bites; scans animals for microchips to reunite with registered owners and may implant microchips when appropriate; secures and transports animals; and prepares incident reports.

Engages with the community to provide education and awareness on animal laws, codes and ordinances; provides information on animal resources and programs such as licensing, vaccinations, rabies control, pet ownership responsibilities, spay/neuter, rescue and adoptions; provides assistance at special events as needed.

Conducts preliminary investigations and initial inquiries into complaints of cruelty and neglect of animals; prepares reports and works with corresponding agencies to determine appropriate course of action; may be required to testify at hearings or in court.

Investigates animal bites; determines if animals need to be quarantined and verifies exposure to rabies; completes and submits reports to the County Public Health Department and ensures appropriate quarantine protocols; may be required to testify at hearings or in court.

Issues notices and citations for violations of City, State and applicable codes.

Receives and responds to public inquiries, requests and complaints; explains applicable laws, rules, regulations and policies related to animal and licensing requirements.

Operates two-way radio, cellular devices, and other equipment to maintain activity logs and responds to calls from dispatch or requests calls for assistance.

Identifies and communicates remedies and/or solutions for keeping owners and pets together.

May utilize equipment such as animal catch pole, leashes, harnesses, muzzles, physical restraints and animal traps when necessary.

May administer first aid and emergency treatment for animals as needed; may assist and/or perform humane euthanasia and handle deceased animals under the guidance of Veterinary staff.

Compiles and prepares reports and documentation on activities and enters into the kennel management software system; maintains records.

May assist in cleaning and disinfecting kennel areas, equipment, vehicles along with feeding and exercising animals.

Safely operate a motor vehicle; ensures vehicle is adequately fueled; inspects vehicles daily for any maintenance concerns and reports any concerns to a supervisor.

Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Applicable Federal, State and local laws, codes, regulations and ordinances governing the treatment, care, impounding and licensing of animals.

Principles and practices of humane animal capture, control and transportation.

Animal behavior and symptoms of common diseases; Rabies controls laws and principles of public health related to animal diseases.

Safe work practices related to animal handling and care including the use of equipment.

Various breeds and behavior of dogs, cats, and other domestic animals.

Safety policies and safe work practices.

Principles and practices of effective customer service.

Current trends and issues affecting animal services including community resources and outreach opportunities.

Skill/Ability to:

Read, understand, interpret and apply regulations, ordinances, laws, departmental policies, rules and regulations affecting animals.

Engage with the community in education and awareness on animal resources such as licensing, vaccinations, rabies control, pet ownership responsibilities, spay/neuter, rescue and adoptions.

Physically pursue, apprehend and handle a wide range of animals including aggressive wild, under-aged or deceased animals safely, properly and humanely.

Lift and restrain animals up to and over 50 pounds; walk, sit and/or stand for extended periods of time with or without reasonable accommodation.

Safely and effectively operate the tools and equipment used in the capture, control and maintenance of animals.

Establish and maintain effective working relationships with community members, organizations and stakeholders in the course of work.

Observe and maintain a safe working environment in compliance with established safety programs and procedures.

Prepare clear and concise reports, records, correspondence, and other written materials.

Communicate effectively both orally and in writing.

Operate modern office equipment, including computer hardware and software applications and kennel management software systems.

May work outdoors and in various weather conditions.

Operate a motor vehicle safely.

MINIMUM QUALIFICATIONS

Education:

High School diploma or GED equivalent, at time of appointment.

Experience:

One (1) year of experience equivalent to that gained as an Animal Resource Officer I with the City of Fresno.

Special Requirements:

Possession and continued maintenance of a valid California Driver's License is required during the entire term of employment.

A valid Veterinary Assistant Controlled Substance Permit (VACSP), issued by the Veterinary Medical Board of the State of California, may be required upon direction of the appointing authority.

Incumbents must have completed Euthanasia Training consistent with California Code of Regulations, Title 16, Section 2039 at time of appointment.

Incumbents must possess a State of California Penal Code Section 832 Laws of Arrest certification at time of appointment and maintain throughout the term of employment in this classification.

APPROVED: (Signature on File)
Director of Personnel Services

DATE: 12/6/2023

NEW: TJM:dv:vp 11/6/2023