



## JOB DESCRIPTION

### Animal Control Technician

Date Prepared: September, 2021

**SUMMARY:** Under close supervision, categorizes, and processes a variety of animal related public nuisance complaints, provides administrative support to Animal Control officer and field support related to animal care tasks, performs complex technical and fiscal duties including research, database management and recordkeeping work for all the city animal licensing programs; performs related duties, as assigned.

**ESSENTIAL FUNCTIONS:** -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Receive, categorize, prioritize, process and dispatch animal related complaints and inquiries submitted by residents, businesses, City departments, and other outside agencies in person, by phone, through electronic system submission or by email to animal control officers.
- Provide technical and procedural compliance information to the public relating to the City's animal control, care and keeping of animals and licensing requirements, as required by local and state codes.
- Process pet licenses including verification of pet vaccines and rabies shots, follow-up on delinquent pet licenses, processing of new pet license applications to pet owners and issue new pet licenses and animal tags.
- Provide complex administrative support to proactive field pet licensing canvassing activities and administrative citation processing.
- Prepare and process invoices and payments related to various service contracts.
- Provide responsible case management support, property research and customer service by responding to various resident and business inquiries and completing various administrative tasks which include: issuance of spay/neuter vouchers, compliance extensions, processing animal related public records requests, proper filing of case and court related documents and explanation of animal related nuisance abatement protocols and procedures.
- Participate in pet vaccination, animal adoption clinics, and other community outreach events.
- Assist animal control officers with field tasks related to animal care, kennel cleaning, and feeding.
- Receive and process evidence that may be used in investigations, including affidavits, photographic evidence, applications, and appeals.
- Perform complex fiscal tasks such as calculation of related enforcement and abatement expenses, track outstanding enforcement debt.
- Process property pay off demands, issue fines, and process property tax liens and lien withdrawals.
- Research and verify property ownership and pet licensing utilizing internal and external data systems and internet resources.
- Assist with animal related nuisance abatement and administrative appeal hearings.
- Assist in the design and production of technical information and brochures.
- Utilize a variety of computer software programs competently.
- May serve as back up to other Community Development Department Divisions including Code Enforcement.

## **MINIMUM QUALIFICATIONS:**

### **Education, Training and Experience Guidelines:**

High school diploma or GED equivalent, SUPPLEMENTED BY 30 college semester units in a related field AND three years of experience in an administrative support role performing complex, technical duties involving considerable independent judgment with special projects or assignments, and usage of computer software and database programs. An additional 30 college semester units may substitute for one year of experience.

### **LICENSE AND CERTIFICATION REQUIREMENTS:**

Must possess a valid California class "C" driver's license upon hire and maintain throughout the length of employment with the City of Victorville.

### **Knowledge of:**

- Basic understanding of City ordinances, rules, and policies, nuisance abatement procedures, zoning and land use procedures, animal licensing protocols, and processing procedures.
- Elements of proper English usage, vocabulary, spelling, punctuation, and grammar.
- City and State of California Animal laws.
- Regulations, laws, and requirements for courtroom testimony and evidence documentation.
- Citation appeal procedures.
- Principles and best practices regarding case management.
- Basic terminology used in interpreting animal related codes and regulations.
- Internal and related external fiscal and case management database systems.
- General service responsibilities of other City departments, county, and state agencies for proper resident referral.
- Common filing methods and procedures of related case and court files.

### **Skill in:**

- Providing excellent and efficient customer service and communicating clearly and objectively both verbally and in writing.
- Using patience, tact, and courtesy in dealing with the public and sensitive reported complaints.
- Organize and prioritize work and exercise independent judgment, wisdom, common sense, and initiative.
- Reading, interpreting, and applying information to complex technical materials (i.e., ordinances, contracts, resolutions, grants, rules, and regulations).
- Thoroughly carrying out oral and written instructions.
- Defining and explaining a variety of complex City and state animal related codes to the public.
- Assessing and determining the customer's needs and refer the customer to the correct department or external agencies.
- Providing specific facts and information to residents to assist them with compliance.
- Managing situations requiring diplomacy, tact, fairness, firmness, and sound judgment.
- Establishing and maintaining cooperative working relationships with managers, supervisors, employees, businesses, contractors, external public and private agencies, and the general public.
- Effectively operate a personal computer and various software applications.
- Applying safe work practices.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

Work is performed in an office and outdoor work environment. Office may contain a variety of domestic animals, reptiles, avian animals, and static animal displays. May be required to use a stair step system. May be required to perform frequent bending, twisting and stooping motions. May be required to lift and carry items weighing up to 50 pounds. May be exposed to nuisance odors, dust, extreme noise levels, dangerous animals and machinery, extreme weather conditions, hazardous chemicals, and infectious diseases. Must be able to work long hours, as needed and may be required to work holidays, weekends, and evening hours, as assigned.

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Department Head

\_\_\_\_\_  
Date

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Personnel Officer

\_\_\_\_\_  
Date