

OSCEOLA COUNTY JOB DESCRIPTION

OFFICE MANAGER/DEPUTY ANIMAL CONTROL OFFICER – ANIMAL CONTROL

Supervised By: Osceola County Animal Control Director

Supervises: Subordinate departmental employees as assigned, any Community Service assigned to the Animal Control Department

Position Summary:

Under the supervision of the Director of Osceola County Animal Control, regularly responds to customer inquiries, public telephone calls and visitors of the Animal Control Department. Signs in and adopts out animals, sells licenses and collects fees, data entry of departmental activities to the computer, prepares correspondence, maintains records and prepares reports, and performs a variety of other support functions. May also serve as a Deputy Animal Control Officer which could include enforcing state laws in dealing with Animal Control and issuing citations for violations once deputized. May respond to citizen complaints regarding animals and patrol the county to pick up stray dogs, and respond to other animal related concerns. Investigates and follow up on charges of animal abuse, and perform daily custodial duties as required.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Respond to public inquiries and complaints, by telephone or in person. Explain departmental policies and the laws related to animal control. Document complaints and forwards or dispatches by phone or radio to appropriate staff. Refers calls to other agencies as appropriate.
2. Logs, distributes, data entry and files complaints. Initiates paperwork on animals upon intake and for disposition.
3. Responsible for accounting including accounts payable, cash receipts and transmitting revenues to the County Treasurer. Issues Dog licenses and attends low cost rabies clinics within the county to issue licenses. Receipts payments for adoptions, claimed animals, licensing fees, and other transactions. Balances receipts daily.
4. Shows animals for adoption, explaining policies, and prepares necessary paperwork as required.
5. Maintains departmental records as required. Prepares bite reports, and submits specimens for rabies testing as required. Other clerical support functions as required.
6. Handles animals coming into or leaving the shelter ensuring customer and staff safety, assists with loading/unloading large animals, holding animals for vaccinations and/or medications. Daily performs the duty of the Custodian as necessary including feeding, watering, cleaning and disinfecting and letting dogs out in the exercise area.

Performs the function of Deputy Animal Control Officer which includes:

7. Informs the public on State laws and ordinances as they concern animals and related issues and reviews the general health and condition of animals brought to shelter, cleans and sanitizes animal control vehicles and conducts inspections of kennels within the county.
8. Respond to and investigate complaints related to animals, including bites, animal abuse or neglect and injured animals, livestock fatalities caused by stray dogs, and takes action to resolve the matter. Work with owners and neighbors in an attempted resolution of animal related problems.

9. Patrols the County to capture and pick up reported stray dogs using catchpoles, and traps and upon successful certification, mace and tranquilizing gun to capture and impound animals as required. May respond to livestock at large to ensure both animal and human safety.
10. Upon being Deputized, may issue appearance tickets as required for violations.
11. Upon certification performs euthanasia of animals, or may assist an employee who is certified with euthanasia.
12. Keeps abreast of legislative and regulatory developments, new administrative techniques and current issues through continued education and professional growth. Attends conferences, workshops and seminars as approved and appropriate.
13. Performs maintenance to animal shelter grounds, including mowing grass, raking, shoveling driveways and walkways of snow and related tasks. Maintains kennel and offices including cleaning and disinfecting on a daily basis.
14. Performs other duties as directed.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- High School graduation, GED, or work permit. Prefer experience in working with animals and safe animal handling. Prefer certified Animal Control Officer with knowledge of animal behavior. If not currently certified Animal Control Officer, required to complete 100 hours of training to become certified by the Department of Agriculture. Prefer knowledge of catch pole and certification in chemical capture. Prefer valid CPL and certified to use pepper spray.
- Certification in Euthanasia
- Two years prior experience in a secretarial / office support capacity including bookkeeping and maintaining confidentiality. Customer service skills including working with the public and co-workers.
- The county, at its discretion, may consider an alternative combination of formal education and work experience.
- Michigan Vehicle Operator's License that maintains good driving record
- Thorough knowledge of the professional public management techniques involved in budgeting, and resource management and the ability to identify and implement department policies and procedures
- Thorough knowledge of the principles and practices of Animal Control
- Considerable knowledge of maintenance techniques associated with Animal Control
- Skill in assembling and analyzing data, preparing comprehensive and accurate reports and communications to report any concerns.
- Skill in effectively communicating ideas and concepts orally and in writing, and making presentations in public forums.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials and the public.
- Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations.
- Skill in the use of office equipment and technology, including Microsoft suite applications, and the ability to master Department software and new technologies.

Physical Demands and Work Environment:

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

While performing the duties of this job, the employee regularly works both in an office and in the field. While in the office, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes.

While performing the field duties of the job, the employee is frequently required to talk or hear, use hands to finger, handle, or feel objects, tools or controls and reach with hands and arms. The employee is required to sit, stand, walk, run and move freely at any time. The employee must frequently lift and/or move objects of up to 75 pounds without assistance and restrain and/or control aggressive animals. The noise level in the work environment may be quiet to very loud. Though applicable safety procedures are documented and utilized, the incumbent may be exposed to unsanitary or unhygienic materials, individuals and situations in the course of performing required duties.