

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Class Code: 202273
Grade: 20
FLSA: N**

ANIMAL SERVICES OFFICER III*

DEFINITION OF SERIES:

To protect the public from rabid, dangerous or potentially diseased animals; to rescue injured and trapped animals; to control the population of unwanted animals; to enforce State and County laws and regulations about vicious or nuisance animals and the licensing and humane treatment of animals.

DISTINGUISHING CHARACTERISTICS:

The Animal Services Officer III is the advanced journey level class in the Animal Services Officer series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, the complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties and by the nature of the public contact made. Employees allocated to the advanced journey level classification are assigned responsibility for providing all animal control functions for a significant geographic region within the County. In this capacity, employees perform all types of duties including the most difficult and responsible types of duties assigned to classes within this series. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility. Incumbents in this series must demonstrate necessary and required competencies to advance to this advanced journey level.

MAJOR DUTIES:

Under general direction and administrative supervision of higher-level personnel, the Animal Services Officer III, handles the more difficult and complex assignments of animal control, performs animal code enforcement work and conducts inspections and surveillance, responds to service calls, and investigates and performs other compliance-related activities related to the animal services program. Positions in this class must utilize a thorough knowledge of State laws, County ordinances, and means of their enforcement; and departmental procedures regarding the impoundment, treatment and sheltering of domestic and wild animals; the placement of stray or abandoned animals; and courtroom and hearing procedures.

EXAMPLES OF DUTIES: (Illustrative Only)

- Enforce County and State laws and regulations relating to animal services and cruelty to animals. Explains, interprets, and applies codes and regulations.
- Respond to complaints concerning animals running at-large, barking, cruelty, etc., attempts to resolve problems through voluntary compliance, and recommends or takes other enforcement action(s).
- Conduct inspections of pet shops and commercial kennels to ensure facility maintenance and care practices comply with laws and regulations.
- Issue civil citations and statements of charges, and swears out search and arrest warrants.
- Work closely with District police officers and commanders in the execution of warrants.
- Testify before the Animal Matters Hearing Board and in both General District and Circuit Courts regarding violations of animal control laws and regulations.
- Gather evidence, issues violation notices or civil citations, prepares for cases and testifies in court.
- Conduct follow up inspections to monitor compliance.

- Determine timeframes and recommends schedules for violators to take corrective action.
- Prepare written reports and drafts correspondence.
- Interact with the public and answers questions regarding animal control laws and regulations.
- Work with private and public agencies regarding related animal issues in the community (e.g.; Community Cat Coalition, 2nd Chance Wildlife, Housing Office and Child Protective Services).
- Capture and transport animals in various situations, including police/sheriff searches and seizures.
- Provide information on special program areas and other types of outreach to individual or groups.
- Formulate and reviews reports of animal bites
- Serve quarantine notices and recommendations for individuals to seek medical attention.
- Confirm rabies, vaccination, and license status information on domestic animals.
- Participates in the operation of rabies clinics by handling and controlling animals during vaccination.
- Prepare rabies specimens using appropriate tools and devices.
- Work with animal control drugs used for tranquilizing and euthanizing animals.
- Performs related work as required.

SUPERVISORY CONTROLS:

The work requires an understanding of and proficiency in applying animal services practices, methods and techniques, and the exercise of independent judgment to take action/make decisions regarding the care and treatment of animals. The employee explains and interprets codes and programs to obtain voluntary compliance, recommends, and takes enforcement action, prepares search warrants and statement of charges, prepares reports and drafts correspondence, gathers evidence, prepares cases for court, testifies in court, and provides program outreach. Assignments vary and require analysis of conditions and issues, and selection and application of various methods and standards by applicable codes, ordinances, rules, and standards, as well as program policies. The work is reviewed through direct observation, written and verbal reports, discussions and conferences and other ways and means for quality, quantity, timeliness, adherence to policies and other factors.

SUPERVISION EXERCISED: Class is non-supervisory.

GUIDELINES:

Procedures for doing the work are established, and specific guidelines (e.g., County laws, codes, regulations, rules, policies, procedures, etc.) are available. Animal Services Officer III uses judgment in locating, selecting, and applying the appropriate guidelines, references, and procedures to specific cases. At this level, the incumbent may determine which of several authorized alternatives to use. Significant, proposed deviations or situations to which existing guidelines cannot be applied typically are referred to the supervisor.

COMPLEXITY:

The work consists of duties involving a variety of procedures and methods involving the care of animals. The decision regarding what needs to be done depends on investigations identified by the public, and inspections of facilities and other environments where animal reside with people; the chosen course of action may have to be selected from many alternatives. Explains and interprets code and programs to obtain voluntary compliance, recommends, and takes enforcement action, prepares search warrants and statement of charges, prepares reports and draft correspondence, gathers evidence, prepares cases for court, testifies in court, and provides program outreach.

SCOPE AND EFFECT:

The work involves investigating, analyzing, and resolving a variety of conventional problems, questions, or situations in conformance with established animal services criteria. The purpose of the work is to ensure the wellbeing of animals and maintain the physical well-being of the community.

CONTACTS:

Contacts in this class include co-workers, workers in related units or agencies (including law enforcement personnel, County attorneys, and other public-sector staff); residents, property/business owners, contractors, and their agents, representatives, and employees; the private sector; and the public. The purposes of these contacts are to explain to advise and obtain compliance from the public on matters involving animal services in the County, and the employee participates in outreach and educational activities to increase the public's understanding, acceptance, and cooperation.

PUBLIC SERVICE /ASSISTANCE:

Public service/assistance in this class predominantly concerns routine, frequent code enforcement functions, such as assistance to citizens and other customers (including receipt or acknowledgment and investigation of complaints), and typically involves immediate assistance or information provided to complainants, disputants, residents, passers-by, applicants, etc. The adequacy and effectiveness of responses to calls for service, inspections, investigations, and other work affect the safety and the well-being of County residents and the public.

HAZARDS:

Animal Services Officers may come into regular contact with vicious or unleashed animals, and often wear protective gear including protective clothing, gloves, respirators and masks, eye and ear protection, etc., and use tools including traps, cages, nets, snake tongs, catchpoles, and pepper spray and drugs to capture, restrain and sedate animals; employees also encounter hostile or unpredictable people on a regular basis.

MINIMUM QUALIFICATIONS:***Thorough Knowledge of:***

- Animal husbandry specifically related to the care and welfare of domestic and exotic animals and wildlife including their atypical behaviors.
- Determining if an animal is suffering from either a serious injury or illness or from abuse, cruelty, or negligent care.
- Identifying public nuisance, dangerous, potentially dangerous, or other violations identified in County codes and executive regulations.
- Licensing and permitting of businesses engaged in animal welfare activities including commercial kennels, fanciers, riding stables, etc.
- Principles and practices of customer service, including conflict resolution.
- Current County and State codes, ordinances, laws, and regulations governing animal control.
- Record keeping principles and practices.
- Methods and equipment used in handling various types of animals.
- Safe work practices necessary in the performance of the work.
- Animal cruelty and abuse investigation processes.

Skill in:

- Interpreting and applying County and State animal services codes, ordinances, rules, and regulations.
- Answering inquiries verbally and written form and providing factual and technical information.
- Handling criticism and hostility from citizens with tact and good judgment.
- Communicating clearly and concisely, both orally and in writing.
- Collecting, compiling, and analyzing basic information and data.
- Making field contact with various animals, some of which may be hostile and injured.
- Safe and proficient use of specialized law enforcement weapons and equipment.
- Providing courteous and professional customer service.

Ability to:

- Personally, and direct others in safely caring for, disposing of, and handling animals in various situations.
- Understand and apply animal control codes, ordinances, case law, laws, and regulations.
- Properly operate animal control equipment.
- Understand and comply with departmental policies, rules, and instructions.
- Establish and maintain positive working relationships with the public, community volunteers, and County personnel.
- Effectively plan, assign, and monitor the work of subordinate personnel.
- Timely prepare well-written, clear, concise, and well-substantiated reports.
- Efficiently and effectively perform assigned duties with significant independence.

Education:

Graduation from High School or High School Certificate of completion recognized in the State of Maryland.

Experience:

- Four (4) years in one or more of the following areas: animal services code enforcement, law enforcement work, animal care or sheltering veterinary work, AND
- Two (2) years of code enforcement work directly related to animal services activities.

Equivalency:

An equivalent combination of training and experience which provides the required knowledge, skills, and abilities.

License Requirement:

Possession and maintenance at all times of a valid Class "C" (or equivalent) driver's license from the applicant's state of residence.

Work Environment:

Perform work indoors and outdoors under all weather conditions and involves exposure to dust, dirt, biomatter (including bodily fluids, animal wastes, pests, and bacteria/disease), etc. and employees may enter dilapidated structures to perform their assignments. Employees subject to working shifts, stand-by, on-call, weekends, and holidays as assigned.

Physical Demands:

Mobility to work in a standard office environment, use standard office equipment, and perform field work on a daily basis. On an intermittent basis, sit at a desk or in the vehicle; walk and stand during field activities; bend, squat, kneel or twist while working in field or kennel operations; perform simple and power grasping, pushing, pulling and fine manipulation; and lift from 50 to 100 pounds. Stand to conduct field contacts; hearing and speech to communicate in person and by telephone; climb during searches and hunts; manage physical confrontations with wild, angry or scared animals. Willingness and ability to travel by truck/van and work in exposure to temperature extremes and inclement weather. Good memory and recall is necessary for the accurate and timely transfer of data/information.

PROBATIONARY PERIOD:

Individuals appointed or promoted to a position in this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

BARGAINING STATUS:

Positions assigned to this class are normally in the Office, Professional, and Technical (OPT) bargaining unit.

MEDICAL PROTOCOL: Core Drug/ Alcohol – 01

PROMOTION POTENTIAL: This is the budget-level class.

Incumbents may apply for competitive promotion to a Animal Services Officer, Lead, provided there is a vacancy and the employee meets the minimum requirements of the class: Four (4) years of paid experience enforcing animal care and control laws, including the investigation of violations and court prosecution for animal control/regulatory agency. One (1) year of the experience must have been at the level of Animal Services Officer III for animal control/regulatory agency; AND One (1) year experience in leading and training others in accomplishing work assignments others in accomplishing work assignments.

CLASS SPECIFICATION HISTORY:

Class Established: February 2018