

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

**Class Code: 202272
Grade: 21
FLSA: N**

ANIMAL SERVICES OFFICER, LEAD

DEFINITION OF CLASS:

This is the lead level enforcement and compliance work involving State and County codes, ordinances, and regulations as assigned by legal authority to the Animal Services Division. This classification performs functional field supervision over a small group of Animal Services Officers engaged in the enforcement of city, county, and state domestic animal laws, and perform a variety of related administrative duties as assigned.

MAJOR DUTIES:

Under general supervision, the Animal Services Officer, Lead, participates in the enforcement of County and State codes, ordinances, rules and standards related to animal services. Incumbents also provide advice and direction to lower level Animal Services Officers assigned to a shift.

EXAMPLES OF DUTIES: (Illustrative Only)

- Enforce County and State laws and regulations relating to animal services and cruelty to animals.
- Explain, interpret, and apply 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. Coordinates activities with District Commanders and Captains 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 recommend schedules for violators to take corrective action.
- Prepare and review written reports and draft correspondence.
- Works with the public and answers questions regarding animal control laws and regulations.
- Takes the lead on coordinating activities 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.
- Prepare and review reports of animal bites, serves quarantine notices, and advises individuals to seek medical attention. Confirms rabies vaccination status and license information on domestic animals.

- Participate in the operation of rabies clinics by handling and controlling animals during vaccination.
- Prepares 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 initiative in carrying out assignments independently and plans/schedules the work agenda for the day, consistent with program requirements and staff coverage. 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:

Positions assigned to this class provide work direction to or lead a small team or group of employees on a shift (typically less than five) in performing animal services work in addition to performing Animal Services Officer work. The Animal Services Officer, Lead passes on or gives assignments or instructions to employees, and checks their work; ensures that work rules and practices are observed; solves ordinary problems, ensures that materials, supplies, and equipment are properly used, maintains work records, and ensures that work is completed on time. Although the Animal Services Officer, Lead has no formal authority to act upon personnel matters, he/she provides information, advice, or suggestions to the supervisor on these matters and program activities.

GUIDELINES:

Procedures for doing the work have been 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 guiding others engaged in 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. The employee assigns and reviews the work of Animal Services Officers and provides advice to them on how to handle unfamiliar and complex issues.

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 Officer, Leads 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:***

- Pertinent state and County laws, codes, and ordinances relating to animal control, treatment, impounding and licensing; S
- Standard and accepted methods and techniques involved in nutritional feeding and safe caring for impounded animals
- Animal husbandry specifically related to the care and welfare of domestic and exotic animals and wildlife including their atypical behaviors.
- Investigative procedures and processes; symptoms of common animal diseases; common breeds of domestic animals and appropriate practices for their care, handling and feeding; 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.

- Application of technical standards, methods, materials, and equipment related to animal services programs.
- Interpreting and applying County and State animal services codes, ordinances, rules, and regulations.

Skill in:

- Leading, guiding and instructing others in the accomplishment of work assignments.
- Serving as a resource and in handling more complex situations or problems.
- Problem-solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem in the assigned program area(s). This includes skill in recognizing problems and identifying relevant information.
- Utilizing interpersonal skills and a customer service orientation to inform and advise individuals and groups about animal services laws, codes, ordinances, and rules to improve program participation and voluntary compliance. This includes skill in bridging cultural barriers.
- Communicating facts, instructions, descriptions, and ideas.

Ability to:

- Exercise tact and independent judgment;
- Present a positive public image;
- Establish and maintain effective relationships with the public, volunteers, and staff;
- Make mathematical computations;
- Work independently

Education:

- Graduation from High School or High School Certificate of completion recognized in the State of Maryland, AND
- Coursework or training in animal health, animal behavior, and control.

Experience:

- 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.

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 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: No Pre-Defined Vertical Career Ladder. Incumbents may apply for competitive promotion to Inspection & Enforcement Field Supervisor, provided there is a vacancy and the employee meets the minimum requirements of the class: Five (5) years of relevant and progressively responsible experience in code and/or law enforcement work, three (3) years of which must be in the field of inspection and code enforcement work in designated program area, plus an Associates of Arts Degree.

CLASS SPECIFICATION HISTORY:

Class Established: February 2018