

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

**Class Code: 202275  
Grade: 17  
FLSA: N**

**ANIMAL SERVICES OFFICER I**

**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 I is the entry and training level classification in the Animal Services Officer series. This class is distinguished from the journey level by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under immediate supervision while learning assigned job tasks. Receives immediate to general supervision from the Animal Services Officer, Lead within the scope of established policies, procedures, and pertinent regulations. May receive technical and functional supervision from higher level Animal Services Officers.

**MAJOR DUTIES:**

Under immediate supervision, the Animal Services Officer I learns to coordinate and perform a variety of animal control and compliance functions, including patrolling assigned areas; monitoring and enforcing animal control regulations; responding to animal control inquiries and complaints from the public; issuing citations and warnings; and performing all animal-related public safety and health duties.

**EXAMPLES OF DUTIES: (Illustrative Only)**

- Enforce County and State laws and regulations relating to animal services.
- Explain, interpret, and apply codes and regulations.
- Respond to routine complaints concerning animals running at-large, barking, cruelty, etc. and attempts to resolve problems through voluntary compliance.
- Conduct routine 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.
- Gathers evidence, issues violation notices or civil citations prepares for cases and testifies in court.
- Conducts follow up inspections to monitor compliance.
- Determines timeframes and recommends schedules for violators to take corrective action.
- Prepares written reports and drafts correspondence.
- Works 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, 2<sup>nd</sup> Chance Wildlife, Housing Office and Child Protective Services).

- Captures and transports animals in various situations, including police/sheriff searches and seizures that sometimes includes forced entry.
- Provide information on special program areas and other types of outreach to individual or groups.
- Prepare and review reports of animal bites, serve quarantine notices, and advise individuals to seek medical attention.
- Confirm rabies vaccination status and license information on domestic animals.
- Participate 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:**

Re-occurring assignments initially receive specific instruction, and deviations, problems, and unfamiliar situations not covered by instructions are referred to the supervisor for decision or help. Work is reviewed for technical accuracy and compliance with instructions or established procedures using 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 have been established, and specific guidelines (e.g., County laws, codes, regulations, rules, policies, procedures, etc.) are available. The incumbent uses judgment in locating, selecting, and applying the appropriate guidelines, references, and procedures to specific cases. At this level, the employee may also 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 animals reside with people; the chosen course of action may have to be selected from many alternatives.

### **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 primary purposes of these contacts are to explain procedures and rules, provide enforcement for violations of County and State law, to exchange information and to facilitate compliance from the public on matters involving animal services in the County. The employee provides basic information about the County's animal services program and participates with more senior staff in meetings, one-on-one interactions, and hearings.

**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:*****Basic Knowledge of:***

- The licensing and permitting of businesses engaged in animal welfare activities including commercial kennels, fanciers, riding stables, etc.
- Identifying public nuisance, dangerous, potentially dangerous, or other violations identified in County codes and executive regulations.
- Familiarity with the application of technical standards, methods, materials, and equipment related to animal services programs.

***Skill in:***

- Application of technical standards, methods, materials, and equipment related to animal services programs.
- Communicating facts, instructions, descriptions, and ideas.
- Answering inquiries 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/or injured.

***Ability to:***

- Read, write, speak, and understand the English language at a level necessary for efficient job performance.
- Learn, understand, retain, interpret, and enforce basic animal control codes, laws, case law, and regulations.
- Identify and report animal control problems encountered in the course of work.
- Safely care for and physically control live, sick, or injured domestic and exotic animals and reptiles.
- Humanely euthanize animals by the end of probationary period.
- Gather specimens for laboratory analysis and observe contamination protocol.
- Properly operate animal control equipment by end of probationary period.
- Learn, understand, and comply with basic departmental policies, rules, and instructions.

- Establish and maintain positive working relationships with the public, community volunteers, and County personnel.
- Prioritize work; coordinate several activities, and follow-up as required.
- Timely prepare well-written, clear, concise, and well-substantiated reports.
- Learn how to train volunteers as needed.
- Learn to efficiently and effectively perform assigned duties with considerable independence within legal and procedural guidelines.

**Education:**

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

**Experience:**

Two (2) years' experience in animal-related work in caring for and handling of animals in a facility such as animal shelter, veterinary clinic, pet store, research lab, or similar facility;

OR

Two (2) years' experience in either code enforcement, law enforcement or work involving public contact interpreting, explaining, enforcing rules and regulations.

**Substitution:**

Possession of a Registered Veterinary Technician Certificate issued by the State of Maryland may be substituted for one (1) year of the required experience.

**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, week-ends, 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 twelve (12) 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:**

At the discretion of the appointing authority, positions in this classification may be non-competitively promoted to the next higher level of Animal Services Officer II classification. Appointment to the II level requires that the employee performs the full range of duties of the class and meets the qualification standards for the class.

**CLASS SPECIFICATION HISTORY:**

**Class Established:** February 2018