

CLASS SPECIFICATION
Animal Services License Inspector

GENERAL PURPOSE

Under general supervision, enforces dog licensing and vaccination requirements in accordance with City ordinances and other legal requirements; disseminates information to the public regarding licensing requirements and license purchases and renewals; performs public outreach in educating the public on a variety of animal care, treatment and other issues; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

An Animal Services License Inspector performs responsible duties in enforcement of the City's dog licensing and related requirements. The incumbent canvasses neighborhoods to find and license animals and educate pet owners and the public on licensing, vaccination and a variety of animal services-related matters. Work requires regular interaction with the public.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Contacts and canvasses dog owners by making house-to-house calls to locate unlicensed and unvaccinated dogs; issues new and renewal licenses and collects fees; issues citations and warnings to violators; files complaints and testifies in court when necessary.
2. Educates the public and answers questions regarding licensing requirements and related laws, regulations and ordinances and other animal service and control issues.
3. Participates in educating the public on rabies control; provides information on vaccination clinics.
4. Advises residents of proper procedures in cases of inhumane treatment of animals, nuisances, zoning violations, unauthorized cow operations and quarantine violations.
5. Inputs and retrieves computer data regarding fees and fines; prepares daily and monthly activity reports and maintains records.

OTHER DUTIES

1. Provides backup to other animal services staff, as needed.

QUALIFICATIONS

Knowledge of:

1. Laws, ordinances and regulations pertaining to dog licensing and vaccination requirements.

2. Basic laws, ordinances and regulations related to the control and protection of animals.
3. Basic techniques and procedures for the safe, humane and efficient handling of animals.
4. Basic characteristics, behavior and common breeds of domestic animals.
5. Sound business communications practices.
6. Use of computers and standard business software.
7. Recordkeeping methods and procedures.
8. Customer service practices and procedures.

Ability to:

1. Understand, interpret, explain and apply laws, ordinances and regulations pertaining to animal licensing and vaccinating requirements.
2. Clearly explain, orally or in writing, animal control procedures and regulations to the public.
3. Exercise tact, diplomacy and good judgment in interacting with pet owners and the public.
4. Evaluate situations and decide on reasonable and effective courses of action in accordance with established policies and procedures.
5. Maintain accurate, concise and complete records and other written materials.
6. Input and retrieve computer data accurately and efficiently.
7. Establish and maintain effective customer-oriented relationships with City staff, pet owners, the public and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and one year of experience involving interaction with the public.

Licenses; Certificates; Special Requirements:

Possession of a valid California driver's license and the ability to main insurability under the City's vehicle insurance policy.

Incumbents are required to obtain a P.C. 832 within one year of date of hire.

Incumbents are required to pass a breed identification test and a symptoms of diseases test within one year of date of hire.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is frequently required to use hands to finger, handle, feel or operate objects, tools or controls; and reach with hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, crouch or crawl, walk, sit and talk or hear. The employee must regularly lift and/or move up to 50 pounds and occasionally up to 100 pounds.

Specific vision abilities required by this job include close vision, distance vision, peripheral vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, incumbents are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve basic problem; use simple math and mathematical reasoning; observed and interpret situations; learn and apply new information or new skills; work under deadlines with interruptions; and interact with City staff, pet owners, the public and others encountered in the course of work.

WORK ENVIRONMENT

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

The employee regularly works in outside weather conditions and is exposed to wet or humid conditions, fumes, and toxic or caustic chemicals. The noise level is moderately noisy. Employees are frequently exposed to diseased, injured and dangerous animals.