



ANIMAL CONTROL OFFICER/COMMUNITY LIAISON

JOB DESCRIPTION

Department: Police	Division: Services
Work Location: Urbana City Building	Percent Time: 100%
Job Type: Civil Service	FLSA Status: Non-Exempt
Reports To: Services Division Commander	Union: AFSCME

JOB SUMMARY

This position is characterized by performing specialized work in the enforcement of ordinances/statutes relating to control of animals within the City of Urbana. Work involves enforcing animal control ordinances; answering complaints; capturing/confining stray or unwanted animals; investigating animal bites/attacks; investigating animal cruelty or other animal-related violations; issuing summons and warrants; testifying in court and preparing various reports/records.

This position is also responsible for performing a wide variety of specialized and technical non-sworn law enforcement duties to support Police operations and services as assigned; provides information and assistance to the general public and answers citizen inquiries; and performs a variety of other non-sworn law enforcement, clerical, and administrative functions in support of Police Division services and activities that do not require sworn Officer status. These responsibilities may include coordinating the Abandoned Bicycle Program, providing education and informational presentations to community groups, and serving as the coordinator for Safety Education Program (Risk Watch). Personnel occupying this position may be scheduled to work irrespective of weather conditions and/or when general City offices are closed.

ESSENTIAL FUNCTIONS

Animal Control Officer Duties:

- Patrols City streets and captures domestic animals running at large; delivers captured animals to the Animal Control Facility. Must be able to deal with aggressive animals of all species.
- Issues warning notices and ordinance violation notices to the owners of animals running at large; contacts owners of impounded animals and arranges for their return.
- Maintain records of all vicious and dangerous domestic animals.

- Handles animal bite cases: places suspect animal(s) under quarantine; investigates and documents cases and prepares/transportes animal in suspected rabies cases. Assists the Champaign County Animal Control Department with initial or follow-up quarantine observations as requested.
- Responds to citizen complaints regarding all animals. Documents all activities of complaints, investigations, and patrols. Documents using the appropriate data systems all details of a complaint, observed animal behavior, documented prior complaints, follow-up, and any citations issued or other actions taken to resolve a complaint, and any other animal/pet owner/complainant contacts
- Liaison for Department of Natural Resources, trapping and wild animal removal license.
- Responds to reports of sick or injured wildlife, emergency removal from living space.
- Responds to domestic injured animal calls and provides transportation to a veterinary facility.
- Maintains records of all animals captured and their disposition. Monitors intergovernmental records with Champaign County.
- Assists Champaign County Animal Control Officers when requested.
- Enforces Park District animal control ordinances and Urbana animal control ordinances on University of Illinois property within corporate limits of Urbana
- Arranges and accounts for animal traps used in the public.
- Cleans truck and equipment daily.
- Investigates any animal cruelty complaints. Conducts investigations and performs follow-up as needed; prepares affidavits to obtain search warrants; issues violation notices, summons, or warrants as appropriate; interviews witnesses, collects evidence, writes reports, determines whether court action is appropriate; assists in preparing for court cases; attends court and testifies in court as needed. Promotes the Animal Control program to citizens, homeowners, schools, and special interest groups through one-on-one education and through presentations to neighborhood associations, school administrators and students, or others. Education of public on proper animal care, wildlife problems and animal control regulations. Trains and educates other entities on how to handle different species of animals as well as aggressive animals.
- Coordinates all funding and purchasing for safety education materials.

Community Liaison Duties:

- Performs other related duties as assigned, including abandoned bicycle program and safety education program (Risk Watch).
- Picks up and processes abandoned bicycles; makes arrangements for return to owner or proper disposal.
- Coordinate and schedule all Risk Watch Officers and assigns them to details in the schools.
- Prepares Teleserve reports (i.e., lost license plates, stolen bicycles, lost cell phones and other crimes where there is no suspect information available).

City of Urbana Job Description
Animal Control Officer/Community Liaison

- Performs a variety of clerical and administrative functions in support of the Services Division, attends meetings, and assists with special projects as assigned. Carries out non-critical clerical tasks at the direction and under the supervision of a Police Services Representative.
- Assists the Evidence Technician with collection, identification, preservation, examination and processing of crime scene evidence; prepares reports as directed.
- Carries out the duties of a Crossing Guard as needed.
- Maintain various logs and records; gather information and prepare routine reports as assigned; enter, input, and retrieve a variety of information using a computer terminal.
- Provides information and assistance to the general public; answers citizen inquiries and responds to complaints and requests for services from other department staff, the general public, other law enforcement agencies, and other agencies; provides information to violators, the general public, businesses, school communities, and other government agencies regarding codes, laws, and ordinances as well as department services, programs, and practices.
- Promote community awareness of Police Department services, safety, and crime prevention through media and events, including designing and producing educational materials, writing press releases and coordinating/organizing and participating in special community events (e.g., Walk As One, Play it Safe, Bicycle Rodeo, etc.)
- Prepare and provide public presentations to the public related to a variety of crime prevention and related topics.
- Manage the Drug Drop Box in UPD Lobby.
- Coordinate Neighborhood Watch groups and meetings with beat officers, obtain neighborhood watch signs and maintain group contacts, maps and records.
- Administers Live Scan Fingerprinting.

Peripheral activities

- Performs other duties as requested or as needed.

JOB REQUIREMENTS

General

- Skills and ability to communicate with the public in a polite and professional manner; including handling citizen complaints concerning animal problems and animal owners that may be violating City of Urbana ordinances or State of Illinois Compiled Statutes.
- Physical strength flexibility and agility sufficient to perform work tasks outdoors in adverse weather conditions, including but not limited to lifting, carrying and otherwise moving animals weighing up to 70 lbs. in and out of the animal control vehicle, in and out of buildings, and various other spaces.
- Strong organizational skills and a willingness to be pro-active and accept new challenges.
- Proficient data entry and computer skills are required.

Knowledge & Experience

- Knowledge of the care and feeding of animals.
- Knowledge of the physical appearance of various breeds of dogs and cats in order to make identifications from reported descriptions
- Knowledge in the use of animal control equipment and protective devices.
- High school diploma or equivalent and at least two (2) years of full-time, professional animal handling experience; **or** successful completion 60 credit hours from an accredited college/university in Animal Science, Animal Management, Administration of Justice, or related course work and six months of animal handling experience (paid or volunteer). “Animal handling experience” is defined as a veterinarian assistant, attendant at an approved kennel or animal shelter, animal control officer, or closely related occupation or activity. Any equivalent combination of experience and training which provides the required knowledge, skills, and abilities listed above may be substituted (e.g. 30 credit hours and one year of related experience).
- Knowledge of principles and processes for providing excellent customer service.
- Knowledge of safety rules and regulations and ability to apply sound judgment to avoid situations putting self, other officers, citizen or animal at risk of injury.

Preferred Qualifications

- Working knowledge of zoonosis disease control and municipal animal control.
- Successful completion of National Animal Control and Humane Officer (NACHO) Training Academy Module A and/or B.
- Previous professional experience in law enforcement, emergency medical services, military service, counseling, or similar work requiring extensive public contact is highly desirable.
- Previous public speaking experience.

Skills

- Proficiency in Microsoft Office, particularly Word, Excel, and PowerPoint.
- Business writing: the ability to write grammatically correct routine business correspondence such as brief memoranda; write concise, logical, grammatically correct analytical reports; and write technical reports that are suitable for publication to general audiences.
- Communication Skills:
 - Communicate effectively clearly and concisely, both verbally and written, and to follow written and verbal directives.
 - Must be able to communicate using a two-way radio system.
 - Public speaking skills: the ability to disseminate information to groups with diverse social, cultural, economic and educational backgrounds in an effective and organized manner.

Ability to:

- Perform a variety of non-sworn law enforcement activities; analyze situations and adopt a course of action; exercise independent judgment, and work with a minimum of supervision.
- Understand the organization, operation, and services of the City, the Police Division, and of outside agencies as necessary to assume assigned responsibilities.
- Learn and enforce regulations, including an understanding of local and State laws relating to animal control. Ability to read, understand, interpret and apply animal control laws and to articulate relevant local and State codes.
- Understand, interpret, and apply general and specific administrative and departmental policies, procedures, and guidelines; ability to use sound judgment in following and application of appropriate laws, regulations, policies, and procedures.
- Handle animals safely, including learning techniques and best practices to handle domestic and wild animals under conditions stressful to the animal, including animals that may be aggressive or vicious.
- Learn street and road system, geographical patterns, and numerical address system of the City of Urbana. Must be able to read maps and other documents identifying jurisdictional boundaries; ability to determine the appropriate response.
- Learn best practices for record keeping, gathering of evidence, investigating, and issuing warnings, tickets, and summons regarding animal issues, and to maintain records and reports in an organized reliable and confidential manner.
- Establish and maintain effective working relationships with animal owners, citizens, supervisors, other City employees, Animal Control officials for neighboring jurisdictions, and the general public. Ability to exhibit tact, restraint, and impartiality in addressing difficult and emotional situations with pet owners and complainants.
- Handle crisis situations involving animals and humans with compassion.
- Perform strenuous and routine work.
- Maintain a valid Illinois driver's license and a safe driving record.
- Provide effective presentations to community groups, provides crime prevention information, and assist with community events and related duties.
- Project a positive and professional image of the City of Urbana and to represent the department and City effectively with diverse audiences.
- Maintain a high level of self-motivation and initiative while working with little or no supervision.
- Operate and use modern office equipment including a computer and various software packages; type and enter data accurately at a speed necessary for successful job performance.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Lead by example and set the foundation for appropriate workplace behavior.
- Safely operate City vehicles requiring State of Illinois Class D driver's license.

The abilities expected of all employees include being able to respond to supervision, guidance and direction of superiors in a positive, receptive manner and in accordance with stated policies, be appropriately groomed and attired so as to present a professional image in accordance with the organization's mission, goals, and policies; report for work promptly and properly prepared at the time and place required by the assignment or orders; notify the appropriate supervisor of intended absences in accordance with stated policies and procedures; conform with standards and rules regarding use of accrued time; demonstrate a polite, helpful and courteous manner when engaged in any activity with the public; operate and care for equipment to manufacturer's specifications and/or within the specified parameters; demonstrate an understanding, consideration, and respect of cultural, religious, and gender differences when interacting with the public and colleagues.

Licenses, Certifications and Memberships Required

- Valid Illinois driver's license or be able to obtain one within 15 days of hire and a safe driving record.
- LEADS (Illinois Law Enforcement Agencies Data System) certification within one year of hire.
- Successful completion of National Animal Control and Humane Officer (NACHO) Training Academy Module A within one year of hire.

RESPONSIBLE FOR:

- Communicating with supervisor, employees, other departments, law enforcement personnel, other animal control agencies, veterinarians, game wardens, Health Department staff, court officials, the public, violators, community organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.
- Maintaining a comprehensive, current knowledge of applicable laws/regulations, maintaining an awareness of new methods, trends and advances in the profession, and attending workshops and training sessions as appropriate.
- Following safety procedures, utilizing safety equipment, and monitoring work environment to ensure safety of self, employees and other individuals.
- Maintaining a high level of professionalism when dealing with animals, pet owners, citizens and City employees.
- The upkeep and cleanliness of all work spaces, including City vehicles. Immediately notifies the supervisor and fleet maintenance when there is an issue or concern with a vehicle.

CONTACTS: INTERNAL/EXTERNAL

Position requires the use of interpersonal skills in dealing with the public in an area that is sensitive and emotional in nature; officer is also responsible for operating a City vehicle in a safe and practical manner. Contacts are with superiors, peers, elected officials, court personnel, general public and other agencies (animal control, veterinarians, shelters). Contacts require the ability to exercise a high degree of interpersonal skills to influence persons at all levels.

SUPPLEMENTAL INFORMATION

SUPERVISION RECEIVED:

Works under the general supervision of the Services Division Commander.

SUPERVISION EXERCISED:

No supervision of employees on a day-to-day basis. May participate in training of new as assigned by the supervisor.

PHYSICAL DEMANDS

- While performing the duties of this job, the employee is regularly required to stand or sit, walk, use hands, fingers, handle, feel or operate objects, tools, or controls, reach with hands and arms and talk or hear. The employee is occasionally required to climb or balance, stoop, kneel, run, crouch, or crawl and follow animals for long distances.
- Without assistance, safely and humanely lift animals, weighing up to 70 pounds, three feet off the ground and into cages in a truck.
- Effectively handle, control, and take custody of dangerous and/or injured animals.
- Specific vision abilities required by this job include close and distance vision acuity, peripheral vision, depth perception and the ability to adjust his or her focus, allowing a broad field of vision.
- Ability to safely operate a vehicle.
- Communicate clearly and effectively; must understand and be understood.

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

WORK ENVIRONMENT

- Flexibility is necessary as some nights and weekend work may be required.
- Work is generally performed in a shared office environment or outdoors, either within a vehicle or out in the open. There is considerable exposure to adverse weather conditions and road hazards, potential for slipping or falls, and exposure to aggressive animals and zoonotic diseases. Must be able to withstand driving for extended lengths of time. Training for management of risk and injury prevention is provided to the employee.
- The nature of the work may require some combination of walking, running, climbing, reaching, crawling, lifting, pulling, and maneuvering in situations involving domesticated animals and wildlife. This position will be exposed to loud noises and unpleasant sights, sounds, and odors when handling animals that are stray, injured, diseased, and dangerous.
- Some work is performed in an office environment for record maintenance and court appearances and involves use of telephones, dispatch radios, computers, office equipment, and verbal interaction with staff, citizens and others.

City of Urbana Job Description
Animal Control Officer/Community Liaison

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

SPECIAL EFFORT REQUIRED:

- Responds to emergency calls after normal work hours.
- Position requires successful completion of pre-employment background checks (criminal records and/or work and personal reference checks), physical capabilities exam, psychological exam and Motor Vehicle Record (MVR). Incumbent is responsible to maintain a safe driving record while employed by the City; driving record (whether infractions are during the course of performing duties of the job or during personal, unpaid hours) may contribute to a determination that driving education or termination of employment is necessary.

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

The duties listed above 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 the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.