



## Community Service Officer – Animal Services

### General Information

<b>Classification Code:</b>	POLCSO
<b>Effective Date:</b>	04/06/2023
<b>Pay Grade:</b>	217
<b>FLSA Status:</b>	Non-exempt

### Position Summary

Enforces animal control and welfare ordinances and related laws and regulations regarding stray, dangerous, nuisance and unwanted domestic animals. Investigates citizen complaints and issues citations for violations; captures, handles, transports, and detains animals. Perform other duties of a similar nature or level.

### Classification Characteristics

N/A

### Essential Duties

*The duties listed below are a typical sample; position assignments may vary.*

- 1 Enforces animal control ordinances, related laws and regulations; responds to public requests and complaints involving animal cruelty, neglect, nuisance, stray, dangerous or uncontrolled animals.
- 2 Answers inquiries and educates the public regarding licensing requirements; city code and procedures; provides general pet care and responsible pet ownership advice; assists public in finding lost pets. Returns animals to owners if possible.
- 3 Receives calls from dispatch and drives assigned vehicle to location. Operates humane traps, mobile radios, cellular phones, and related animal control tools and equipment. Captures stray and unlicensed animals for transport to designated shelter facility. Assists patrol officers with animals encountered during their calls for service.
- 4 Investigates complaints and violations, including interviewing witnesses and taking statements and photographs; issues warnings or citations as required. May testify in court regarding citations and disposition of complaints.
- 5 Sells dog licenses at front counter/window and online through web -based application to citizens. Processes data entry and financial transactions for new and renewal licenses through licensing software. Finalizes financial reports and completes documentation for finance department.
- 6 Completes records and forms and prepares reports concerning daily activities, fees collected, citations given, investigations made. Reviews record keeping ensuring proper project and incident documentation and compliance with local state, and federal laws, codes, regulations, and ordinances. Maintains records of work performed and materials used.
- 7 Performs other duties of a similar nature or level.

### Functional Specific Responsibilities

N/A

## Qualifications

### Minimum Qualifications:

- Requires:
  - High School diploma or GED
  - One or more years of experience or training in basic law enforcement, code enforcement, criminal justice, social services, or related, and/or dealing effectively with the public while applying regulations.
  - Equivalency may also be met through additional education or graduation from Reserve Academy.
- Preferred:
  - Bilingual in Spanish
- Special Requirements:
  - Must be 18 years of age.
  - Must be able to pass a background investigation to include having no convictions that could have resulted in a sentence to a federal or state penitentiary (i.e. felony convictions), or misdemeanors directly related to position.
  - Must meet minimum physical and psychological requirements as defined by a physician.
  - Must be able to work a flexible schedule which includes working evening, weekends, and holidays.
- Must refrain from the use of tobacco products while on duty – This is a condition of employment.

### Licensing/Certifications:

- A valid State of Oregon Driver's license at the time of appointment and ability to maintain.
- Pass Criminal Justice Information Services (CJIS) background requirements (including fingerprints).
- Possession of or ability to obtain a Law Enforcement Data System (LEDS) certification within three (3) months of hire, and renewal every two (2) years.

### Technology Skills:

- Data base user interface and query software — Progressive Solutions Pet Track
- Electronic mail software — Microsoft Outlook
- Internet browser software — Web browser software
- Office suite software — Microsoft Office software
- Operating system software — Microsoft Windows
- Presentation software — Microsoft PowerPoint In-Demand
- Spreadsheet software — Microsoft Excel
- Word processing software — Microsoft Word

### Knowledge Required:

- Administrative — Knowledge of administrative and office procedures and systems such as word processing, managing files and records, and transcription, designing forms, and workplace terminology.
- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Law and Government — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- Psychology — Knowledge of human behavior and behavioral and affective disorders.
- Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security.

### Skills:

- Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

## Qualifications

- Coordination — Adjusting actions in relation to others' actions.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Reading Comprehension — Understanding written sentences and paragraphs in work-related documents.
- Service Orientation — Actively looking for ways to help people.
- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
- Speaking — Talking to others to convey information effectively.
- Writing — Communicating effectively in writing as appropriate for the needs of the audience.

### Abilities:

- Arm-Hand Steadiness — The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.
- Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Manual Dexterity — The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing that there is a problem.
- Static Strength — The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- Time Sharing — The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- Written Comprehension — The ability to read and understand information and ideas presented in writing.
- Written Expression — The ability to communicate information and ideas in writing so others will understand.

## Physical Requirements

Key	None 0% (0 hrs.)	Seldom 1-10% (Up to 1 hrs.)	Occasionally 11-35% (Up to 3 hrs.)	Frequently 36-75% (3-6 hrs.)	Continuous 76-100% (6+ hrs./day)
	0%	1-10%	11-35%	36-75%	76-100%
<b>BODY POSITIONS</b>					
Standing			X		
Sitting				X	
Walking – Even Surface			X		
Walking – Uneven Surface		X			
Kneeling		X			
<b>MOVEMENTS</b>					
	0%	1-10%	11-35%	36-75%	76-100%
<b>PUSH/PULL</b>					
0-10 lbs.		X			
11-20 lbs.		X			
21-50 lbs.		X			
51-75 lbs.		X			
76-100 lbs.		X			
<b>ENVIRONMENTAL</b>					

Physical Requirements										
						HAZARDS				
Bending/Stooping		X				Indoors			X	
Twisting		X				Outdoors				X
Crawling		X				Dust		X		
Squatting/Crouching		X				Fumes/Odors/Gasses		X		
Balancing		X				Chemical Agents	X			
Reach – Overhead		X				Biological Agents	X			
Reach – Forward		X				Noise – Low		X		
Reach – Backward		X				Noise – Moderate		X		
Climbing – stairs		X				Noise – High		X		
Climbing - ladder		X				Low Light		X		
<b>USE OF HANDS</b>						Heat		X		
Grasping – whole hand		X				Cold		X		
Grasping – pinch grip		X				Restricted workspace	X			
Fine manipulation/feeling		X				Vibration – whole body	X			
Keyboarding				X		Vibration - extremity	X			
<b>LIFT/CARRY</b>						<b>JOB SPECIFIC</b>				
0-10 lbs.		X				Driving – vehicle/equipment				X
11-20 lbs.		X				Operate foot controls				X
21-50 lbs.		X				Seeing				X
51-75 lbs.		X				Talking				X
76-100 lbs.		X				Hearing				X
						Extended work hours		X		

### Classification History

Previous revisions made to Community Services Officer – Patrol  
2023.04 – Revisions by HR

**I have reviewed the job description.**

**Employee: Name** \_\_\_\_\_ **Signature** \_\_\_\_\_ **Date** \_\_\_\_\_