OSCEOLA COUNTY ANIMAL SERVICES

JOB TITLE: SENIOR ANIMAL SERVICES OFFICER

PAY GRADE: 15

OVERTIME STATUS: EXEMPT

REPORTS TO: ANIMAL SERVICES OFFICER SUPERVISOR

**MAJOR FUNCTION**: Under general direction of the Animal Services Officer Supervisor, enforces animal cruelty, control, nuisance, dangerous dog and rabies laws in compliance with the County's Animal Control Ordinance & Florida State Statutes. Employee functions at an entry supervisory level for daily operation of the field enforcement program in order to protect the safety, welfare and property of the citizens, staff and animals of Osceola County. Position is responsible for training and supervision of animal control officers.

**ESSENTIAL JOB FUNCTIONS**: **(Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. )**

• Supervises assigned day-to-day animal enforcement operations.  
  
• Supervises, trains, and provides documented feedback of Animal Services Officers.

\*Functions in the capacity of an Animal Control Officer when the complaint load is high, to provide timely response to priority calls and adequate coverage during periods of staff shortages.

\*Assists Animal Control Officers with more complex cases including animal cruelty and dangerous dog investigations.

• Explains Animal Control Ordinances and State statutes to the general public; advises citizens on the responsibility of animal ownership in public settings and forums as well as interaction with the public in the field.

• Investigates animal cruelty complaints to determine compliance with local animal control ordinances and State statutes.

\*Conducts dangerous dog investigations in accordance with the local animal code and Florida Statutes and makes recommendation to Director regarding classification.

• Performs euthanasia.

• Acts in the capacity of Animal Services Officer Supervisor during the supervisor’s absence.

• Performs duties as assigned/necessary which are related, or logical in assignment to the position.

**KNOWLEDGE, SKILLS, AND ABILITIES**:

Ability to effectively supervise a staff comprised of entry and journey level employees engaged in carrying out Animal Services Road Operations.

Ability to work with the general public and convey applied knowledge of the County Animal Control Ordinance and Florida Statutes.

Thorough knowledge of applicable state and local laws, rules, ordinances and regulatory standards applicable to the work; knowledge of the Osceola County Animal Control Ordinance and State Statutes; ability to interpret regulations to the general public in a professional and courteous manner.

Thorough knowledge of proper care, feeding and handling of various types of domestic and exotic animals, livestock and wildlife.

Skill in the safeand proper utilization of animal capture and restraint tools, equipment, traps, and devices; ability to apprehend animals in the field, including very large, dangerous, or rabid animals and livestock.

Thorough knowledge of a wide variety of species of domestic and exotic animals, livestock and wildlife, and their habits and typically presented diseases and the symptoms.

Thorough knowledge of the geographic areas of the County.

Ability to operate animal services vehicles; ability to pull various types of trailers.

Ability to communicate by radio using established 10 codes and signals in conjunction with local Law Enforcement and Fire Rescue Dispatchers.

Thorough knowledge of the principles and techniques of customer service skills; ability to deal diplomatically with sensitive circumstances.

Ability to render quick, responsible decision making, under stressful and emotional circumstances.

Ability to operate emergency multi-line communications systems.

Ability to operate basic office equipment, e.g., computer terminals, printers, copy machines, telephone systems, facsimile machines.

Ability to read, update and maintain various records and files; ability to access, operate and maintain various software applications.

Skill in clearly communicating information both verbally and in writing.

Ability to establish and maintain effective working relationships and communications with County personnel, government agencies, law enforcement, volunteers, civic groups, and the general public.

**MINIMUM QUALIFICATIONS:**

Education: High school diploma or GED.

Experience: A minimum of three (3) years previous work experience in animal care and/or control, veterinary and/or law enforcement work including at least one (1) year of supervisory experience.

**Requirements:**   
Must possess Animal Control Officer State Certification for at least one (1) year.

Must possess Euthanasia State Certification.

Must be inoculated against rabies within three (3) months of hire.

Must possess and maintain a valid Florida Driver’s License.

**PHYSICAL DEMAND REQUIREMENTS**

Physical Demand: Heavy

-100 pounds maximum lifting

- Frequent (up to 2/3 of the work time) lifting, carrying up to 50lbs.

- Expressing or exchanging ideas by spoken work or perceiving sound by ear.

- Good eye sight for production or safety of self and others.

-Physical demand requirements are in excess of medium work.

-Requires physical ability in kneeling, bending, stooping and reaching.