



Career Service Authority  
Animal Control Investigator

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### **GENERAL STATEMENT OF CLASS DUTIES**

Receives, dispatches, and responds to complaints regarding inappropriate animal behavior, enforces rabies vaccination, licensing and dog leash laws; performs euthanasia. Collects, impounds and cares for animals. .

### **DISTINGUISHING CHARACTERISTICS**

This class is distinguished from the Animal Control Investigator Supervisor which supervises the work of Animal Control Investigators. The Animal Control Investigator is distinguished from the Animal Care Attendant which performs caretaking work for animals in custody of the Denver Municipal Animal Shelter (DMAS). The Animal Control Investigator is also distinguished from the Business License Inspector which monitors and enforces compliance to state statutes, municipal ordinance, rules and regulations relating to businesses and licensing.

#### ***Guidelines, Difficulty and Decision Making Level:***

Procedures, methods, and techniques to be used are well established with options to be considered well defined. Tools, work aids, and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Duties assigned are primarily routine, repetitive, and restricted in intricacy with little or no discretion in how they are carried out.

#### ***Level of Supervision Received and Quality Review:***

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where factual information relative to the organization or its functions are received relayed, or a service rendered according to established procedures or instructions.

#### ***Level of Supervision Exercised:***

None.

## ESSENTIAL DUTIES

Receives, dispatches, and responds to complaints about inappropriate animal behavior, enforces rabies vaccination, licensing and dog leash laws; performs euthanasia. Collects, impounds and cares for animals.

Apprehends and impounds stray animals and unvaccinated, unlicensed or unleashed dogs.

Assists in the care and feeding of impounded animals. Dispenses medication to animals as prescribed.

Restrains animals for vaccinations and euthanasia and performs euthanize.

Issues legal summonses to leash law violators and owners of unvaccinated and unlicensed dogs.

Testifies in court on violations regarding issuance of legal summonses to leash law violators.

Investigates reported dog bite incidents. Quarantines dogs are required.

Maintains accurate and complete daily log of all related activities such as calls received for each shift, impoundment, and disposition of animals and prepares reports.

Operates vehicle and two-way radio in performance of duties.

Cleans and makes minor repairs to facilities and equipment as assigned.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge, & Skills:***

**Integrity/Honesty** – Displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, is trustworthy.

**Speaking** – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations, uses body language appropriately.

**Listening** – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

**Decision Making** – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

**Interpersonal Skills** – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others, relates well to different people from varied backgrounds and different situation.

**Memory** – Recalls information that has been presented before.

**Customer Service** – Works and communicates with clients and customers to satisfy their expectations. Committed to quality services.

**Self-Esteem** – Believes in own self-worth, maintains a positive view of self, and displays a professional image.

**Conscientiousness** – Displays a high level of effort and commitment towards performing work, demonstrates responsible behavior.

**Flexibility** – Adapts quickly to changes.

**Reasoning** – Discovers or selects rules, principles, or relationships between facts and other information.

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, works with others to achieve goals.

**Manages & Organizes Information** – Identifies a need, gathers, organizes, and maintains information, determines its importance and accuracy, and communicates it by a variety of methods.

**Technical Competence** – Knowledge of how to perform one's job. Refers to specialized knowledge that is acquired through formal training or extensive on the job experience.

**Reading** - Learns from written material by determining the main idea or essential message. Recognizes correct English grammar, punctuations, and spelling.

**Writing** – Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Skill in utilizing a variety of dispatch and office communications equipment.

Knowledge of safety hazards and necessary safety precautions sufficient to be able to establish a safe work environment for self and others.

Knowledge of rules, regulations, and ordinances sufficient to be able to testify on behalf of the agency.

Knowledge of toxins and pollutants common to air pollution sufficient to be able to investigate complaints.

### ***Physical Demands:***

Walking: moving about on foot

Lifting: raising or lowering an object from one level to another.

Stooping: bending the body by bending spine at the waist.

Fingering: picking, pinching, or otherwise working with fingers.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Lifting: Raising or lowering an object 25-50 pounds.

***Working Environment:***

Extreme Cold: temperature cold enough to cause marked bodily discomfort.  
Extreme Heat: temperature hot enough to cause marked bodily discomfort.  
Temperature Changes: variations in temperature from hot to cold.  
Wet: frequent contact with water or other liquid.  
Hazards: conditions where there is danger to life, body, and/or health.  
Handles emergency or crisis situations.  
Pressure due to multiple calls and inquiries.  
Subject to varying and unpredictable situations.

***Education Requirement:***

Graduation from high school or possession of a GED certificate desired.

***Experience Requirement:***

None.

***Education/Experience Equivalency:***

N/A.

***Licensure and/or Certification:***

By position, possession of a valid driver's license at the time of application. Possession of a valid Colorado Class "R" driver's license prior to the end of probation.

**CLASS DETAIL**

***FLSA CODE:*** Non-Exempt  
***ESTABLISHED DATE:*** 09/16/1995  
***ESTABLISHED BY:*** Anderson Calvin Moore  
***REVISED DATE:*** 07/19/2009  
***REVISED BY:*** Hameed Pousti

***CLASS HISTORY***  
09/1995 – Class was originally created.  
03/2009 – Class spec was updated and placed in to new format.  
07/2009 – Class spec was modified to include the dispatching duties.