



Career Service Authority
Lead Animal Control Investigator

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GENERAL STATEMENT OF CLASS DUTIES

Performs permanently assigned lead work over Animal Control Investigators who receive, dispatch, and respond to complaints regarding inappropriate animal behavior, verifies and enforces rabies vaccinations and license and leash laws, performs euthanasia, and collects, impounds, and cares for animals.

DISTINGUISHING CHARACTERISTICS

The Lead Animal Control Investigator performs permanently assigned lead work over Animal Control Investigators that receive, dispatch, and respond to complaints regarding inappropriate animal behavior. This class is also distinguished from the Animal Control Investigator Supervisor that supervises the work of Animal Control Investigators who perform, receive, dispatch, and respond to complaints regarding inappropriate animal behavior.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, gathered and discretion and judgement are required within the parameters of the job function.

Level of Supervision Exercised:

Performs permanently assigned lead work duties over two or more Animal Control Investigator.

ESSENTIAL DUTIES

The following Essential Duties are in addition to the Essential Duties of the Animal Control Investigator class:

Develops or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage.

Provides work instruction and assists employees with difficult and/or unusual work assignments.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines appropriate solutions.

Contributes to the development of the performance enhancement plan, documents performance, provides performance feedback, and furnishes information for the formal performance evaluation.

Responds orally to informal grievances and relays information to the supervisor.

Documents situations which may be cause for disciplinary action and provides this information to the supervisor.

Ensures to implement the industry's safety standards and assists the supervisor with developing necessary procedures to ensure compliance.

Implements and interprets policies and procedures developed by higher level managers or supervisors.

Assists in developing, recommending, and coordinating the implementation of new procedures for the assigned functions or unit.

Assists the supervisor with planning and developing training programs and trains new employees.

Performs other related duties 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:

Animal Husbandry – Knowledge of the care and handling of animals, including feeding, controlling, restraint, health, and reproduction.

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.

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Self Management – Sets well defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignment in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

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 communicate thoughts, ideas, information, and messages in writing.

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.
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.

Experience Requirement:

One year of experience at the type and level of an Animal Control Investigator.

Licensure and/or Certification:

Possession of a valid Colorado driver's license at the time of application and as a condition of continued employment.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 10/23/2011

ESTABLISHED BY: Hameed Pousti

REVISED DATE:

REVISED BY:

CLASS HISTORY

This is a new class.