

COMMUNITY SERVICES OFFICER

DEFINITION

Under general supervision, performs a variety of duties involved in the enforcement and communication of animal services codes, ordinances, and regulations; ensures public safety by capturing and caring for wild, vicious, and/or injured animals; administers the City's Municipal Code and Code enforcement program, including the identification, investigation, and correction of violations of the City's municipal, building, zoning, occupancy, signage, and housing codes; investigates citizen complaints of public nuisances and quality of life issues and seeks voluntary compliance or issues citations and initiates abatement procedures; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Police Department management staff. No direct supervision of staff is exercised.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS *(Illustrative Only)*

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Patrols the City and enforces animal services codes, ordinances, and regulations; investigates reports of animal abuse, issues citations, collects fees and takes other appropriate actions.
- Picks up dead or injured animals; provides aid to injured animals; transports animals to a veterinarian for treatment or euthanasia; medicates and vaccinates animals to be adopted.
- Determines whether calls meet the criteria for emergency response and call-out and how quarantines should be handled; evaluates and authorizes immediate care of euthanasia for sick and injured animals, emergency seizure of animals, and owner relinquishments in the field; determines whether a criminal complaint and/or dangerous/vicious animal investigation should be initiated.
- Identifies and investigates animal-related crimes, interviews witnesses, collects evidence, writes reports, and testifies in court.
- Prepares reports and maintains records, logs, and files of activities; prepares cases and complaints for court action; testifies in court.
- Initiates contacts with residents, business representatives, and other parties to explain the nature of incurred violations and to encourage compliance with municipal codes, ordinances, and community standards; initiates abatement of dangerous properties and vector control issues of vacant properties; confirms to the public by telephone and in person regarding code regulations.

- Coordinates and conducts follow-up abatement procedures, including additional correspondence, site visits, and communication with property owners and management staff; performs follow-up investigations to ensure compliance with applicable codes and ordinances; prepares non-compliance cases for legal action; presents testimony at nuisance abatement hearings.
- Receives, records, and investigates complaints from the public and staff regarding violations of municipal codes, ordinances, standards, health, and safety regulations; documents violations by securing photographs and other pertinent data; research ownership records, prior complaints, municipal codes and ordinances, and state regulations to establish whether a violation has occurred.
- Maintains files and records related to citations and violations; prepares various written reports, memoranda, and correspondence. Inputs and retrieves a variety of information using a computer terminal.
- Prepares reports and documents used to prosecute cases, gives evidence, and provides testimony in court as necessary.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge and Ability of:

- Computer applications related to the work. English usage, grammar, spelling, vocabulary, and punctuation.
- Methods and techniques of handling, collection, impoundment, and registration of a variety of wild and domestic animals in various conditions.
- Identification of various breeds of dogs, cats, and other domestic animals. Principles of animal behavior and care.
- Practices for documenting inspections, correcting violations, and carrying through court procedures.
- Applicable Federal, State, and local laws, codes, and regulations, including administrative and departmental policies.
- Techniques and practices of public speaking and making presentations before small groups.
- Principles, practices, methods, and techniques of code violation investigation and enforcement. Methods and procedures used in code enforcement, including citation issuance procedures, methods used to obtain various types of inspection warrants, and principles used to prepare legal documents.
- Practices for documenting inspections, correcting violations, and preparing non-compliance cases for possible legal action.
- Records management principles and practices. Modern office practices, methods, and computer equipment. Computer applications related to the work. English usage, grammar, spelling, vocabulary, and punctuation.
- Applicable Federal, State, and local laws, codes, and regulations, including administrative and departmental policies. Legal terminology as used in code enforcement.
- Occupational hazards and standard safety practices necessary in the area of code enforcement.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to completion of the twelfth (12th) grade.
- Experience in the enforcement of zoning laws and building codes with a public agency, and/or experience in the enforcement and communication of animal services codes, ordinances, and regulations and the humane care and handling of animals, or two (2) years of experience dealing with the public in a service-related capacity.
- Bilingual skills are highly desirable.

License:

- Valid California Class C driver's license with satisfactory driving record is required.
- Level III Code Enforcement Compliance **and** Level III Police Academy certificate within 12-18 months of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle, to inspect various City and residential sites, and to walk on uneven terrain and access a variety of entry and exit points; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a field classification with frequent standing in and walking between work areas required. Wrist flexion and lateral rotation are necessary in combination with grasping to handle a snare and leash. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator, and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull animals, materials, and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees primarily work outside and may be exposed to inclement weather conditions and potentially hazardous physical substances. May involve exposure to dangerous and/or diseased animals, and animals known to cause allergies. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.