

CITY OF FONTANA ANIMAL SERVICES OFFICER II

DEFINITION: Under limited supervision, patrols, coordinates, and enforces city ordinances governing citizen ownership of animals within the City. Enforces regulations regarding stray, nuisance, and dangerous animals. Investigates reports of animal cruelty, abandonment, and patrols assigned areas. Collects and transports animals to the Shelter. This position receives direction from higher level police supervisory/management staff.

DISTINGUISHING CHARACTERISTICS

This is the journey level class in the Animal Services Officer series. This class is distinguished from the Animal Services Officer I class by the full range of duties as assigned including the ability to work independently exercising judgment and initiative. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the animal services division. Exercise functional and technical lead work over lower-level officers and may lead daily operations in the absence of the Supervising Animal Services Officer. Positions in this classification are filled through a competitive recruitment process and are not flexibly staffed.

ESSENTIAL FUNCTIONS: The following functions are typical for this classification. Incumbents may not perform all of the listed functions and/or may be required to perform additional or different functions from those set forth below to address business needs and changing business practices.

- Patrols assigned areas of the City in City vehicle; captures wild, stray, and unlicensed animals for impounding; removes and transports dead and injured animals.
- Under emergency conditions, euthanizes dangerous or grossly injured animals in the field using euthanasia procedures and arranges for proper destruction.
- Investigates complaints from the public and other agencies regarding animals that are stray, uncontrolled, abused, dangerous, wild, or diseased; investigates animal bites and arranges for proper identification and quarantining; approves and monitors home quarantine of biting animals in accordance with regulations.
- Responds to calls regarding vicious or aggressive animals; removes animals from vehicles that have been impounded or owners have been arrested, responds to crime scenes to remove or safely secure animals.
- Responds to animal cruelty cases where the animal is in imminent danger.
- Explains laws and regulations to the public relating to the care and control of animals, filing of complaints, and the operations and authorities of the animal shelter.
- Issues and develops citations and warning notices for violations of applicable regulations; investigates problems through interviews and evidence collection; testifies in court regarding citations and monitors disposition of complaints.
- Assists other agencies and City departments in animal control and handling, including searches, evictions, and other emergencies.
- Operates firearms, humane traps, mobile radios, and related animal control tools, equipment, and devices.

- Identifies symptoms of common animal diseases and recommends medical care, isolations or destruction.
- Advises, counsels, and instructs others in animal behavior and handling; may make educational presentations.
- Assists other Animal Control staff and City staff; instructs and trains in field practices and animal care and handling procedures as needed.
- Prepares and submits investigative reports and daily activity reports; collects evidence on animal related cases; completes daily activity logs and refers cases for prosecution given continued problems.
- Handles, captures, and controls animals humanely and effectively under stressful or emergency conditions; safely operates assigned vehicles.
- Exercise proper procedures and techniques in dealing with the public.
- Establishes and maintains cooperative working relationships with those contacted in the course of work.
- Effectively communicate, both verbally and in writing, with a variety of audiences.
- Maintain prompt and regular attendance.
- Sound judgement and attention to detail.
- This position is always evolving. Therefore, employer reserves the right to modify this job description as necessary.

THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.

WORKING CONDITIONS: In the performance of daily activities, this position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, and bending; the ability to push, pull, drag and/or lift up to 50 pounds and occasionally up to 100 pounds. This position works in extreme outside weather conditions such as high winds, temperatures, rain, and on slippery and uneven surfaces. The employee may be exposed to dangerous, injured or diseased animals. The employee may be exposed to wet or humid conditions, fumes or airborne articles, toxic or caustic chemicals, zoonotic and other communicable diseases.

EXPERIENCE AND TRAINING GUIDELINES

A combination of experience and training that would provide the required knowledge and abilities is qualifying. The incumbent must have knowledge of:

- Organization and activities of a municipal law enforcement agency.
- Proper animal-handling methods, techniques and equipment including methods for the capture of sick, injured or vicious animals.
- Basic species and breed identification for a variety of domestic and wild animals.
- Symptoms and behaviors associated with rabies and other common animal diseases.
- Approved euthanasia methods and procedures, including the use of controlled substances.
- State and City laws and regulations pertaining to the proper care and control of animals.

- Safe work methods and safety regulations pertaining to animal control field operations.
- Record keeping methods and radio dispatch procedures.
- Appropriate procedures for the issuing of citations and testifying in court.
- Principles of training.
- Relevant tools, software, and/or technology used within the role.
- Understanding of organizational policies, procedures, and best practices.
- Principles and practices of excellent customer service.
- Knowledge of safe work practices, OSHA regulations, and workplace health and safety procedures to ensure a safe working environment.

The incumbent must have the ability to:

- Interpret and apply laws and regulations of the City and Police Department.
- Under direction of Animal Services Supervisor/ Field Services Lieutenant, provide guidance and direction to Animal Services Officers in need.
- Provide field guidance and mentoring to less-experienced Animal Services Officers.
- Assist supervisory staff in the training and onboarding of new officers.
- Contribute to the evaluation of subordinate staff by documenting performance and providing feedback to supervision.
- Act as liaison between the team and supervisory personnel, relaying operational issues or personnel concerns.
- Act as a Field Training Officer, supervise and train assigned staff as directed by Animal Services Supervisor/ Field Services Lieutenant.
- Perform best practices for peer coaching, mentorship, and field evaluation.
- Interpret City personnel policies and performance documentation standards.
- Understand basic supervisory principles.
- Perform team coordination techniques during daily operations or special incidents.
- Lead and mentor other Animal Services Officers during field operations.
- Provide constructive feedback and performance documentation.
- Assist in conducting or coordinating on-the-job training.
- Serve as acting lead in the absence of supervisory personnel.
- Maintain professionalism and effective communication while guiding peers.
- Use a personal computer, telephone, and other electronic devices, to access information, complete documentation, and communicate effectively.
- Understand and follow both oral and written instructions accurately.
- Identify issues, evaluate data, and implement effective solutions (problem solving).
- Manage multiple priorities and meet deadlines.
- Work collaboratively with others in a team environment.
- Perform tasks accurately and thoroughly, with a focus on quality.

EXPERIENCE AND EDUCATION:

Three (3) years of significant public contact and animal services work experience. High school diploma or equivalent. The completion of Level I and II courses in animal medical care, handling and treatment as sponsored by the State Human Academy or a comparable training program is preferred.

LICENSES AND/OR CERTIFICATIONS Possession of, and continuously throughout employment, a valid California driver's license; Possession of a P.C. 832 in the use of firearms, search and seizure, and arrest practices; and a Euthanasia Certification.

SUPPLEMENTAL INFORMATION: Successful candidates will be required to pass a drug screening, fingerprint screening, physical examination and a background investigation.

Notes:

Classification established August 5, 2025