



## King County

Invites Applications for the Position of:

### **Animal Control Sergeant-Field Services**

Apply online at <http://www.kingcounty.gov/jobs>

*King County is committed to equity and diversity in the workplace. In addition, the county is committed to recruiting and maintaining a quality workforce that shares our guiding principles: collaborative, service-oriented, results-focused, accountable, innovative, professional and fair and just.*

**OPENING DATE/TIME:**

**CLOSING DATE/TIME: 11/17/14**

**SALARY:** \$24.8108 to \$31.4491 Hourly

**LOCATION:** 21615 64<sup>th</sup> Ave. S, Kent, WA 98032

**JOB TYPE:** Career Service, Full Time, 40 hrs./wk.

**DIVISION:** Department of Executive Services-Records & Licensing Services Division

**POSITION SUMMARY:**

Are you someone who takes a great interest in the health and wellbeing of animals and can also work considerably and effectively with their human owners? Are you interested in being a leader in service excellence, committed to building an enduring legacy of continuous improvement and employee engagement?

The position of Animal Control Sergeant-Field Services will supervise and schedule the work of assigned field staff, evaluate and train assigned staff, mediate and resolve complaints from citizens, monitor and assess work performance, schedule and prioritize work and associated issues of assigned unit, and perform line work in their assigned unit.

Additionally, the Field Services Sergeant serves as a member of the management team for Regional Animal Services. The Field Services Sergeant is responsible for promoting the community service and animal welfare mission of RASKC, both internally and to the public.

The RASKC team provides pet shelter and field services to 25 cities and unincorporated King County. Their services include pet adoption, responding to animal assistance calls in the field, pet licensing and much more. Please join the RASKC team and help us fulfill our mission of ensuring the humane treatment of animals and the protection of the health and safety of the public.

**WHO MAY APPLY:**

This position is open to all qualified candidates.

**WORK SCHEDULE:**

The work week is 40-hours with the option of 5 8-hour or 4 10-hour shifts, based on seniority, and may include work on weekends, holidays, and on-call evening schedules. Schedules may change with 14-day notice. This position is covered by the provisions of the Fair Labor Standards Act and is overtime eligible and at times overtime may be mandatory.

**APPLICATION PROCEDURES:**

Candidates who wish to be considered for this position are *highly encouraged* to submit a resume and letter of interest detailing your experience and qualification with reference to the specific duties and responsibilities of this position along with their online application and completed supplemental questions.

For questions regarding this recruitment, please contact Lori McGill at [lori.mcgill@kingcounty.gov](mailto:lori.mcgill@kingcounty.gov) or at (206)296-1477.

**JOB DUTIES:**

- Managing assigned personnel to include determining work assignments, monitoring and evaluating work performance, conducting performance and probationary evaluations, determining and arranging training.
- Approve accounts payable invoices, timekeeping records, overtime/comptime and leave requests for subordinates.
- Mediate and resolve conflicts on the telephone and in person in response to complaints about animals from citizens.
- Investigate complaints of animal nuisance and vicious or abused animals; determine course of action, write reports and issue written warnings or citations.
- Educate public on animal adoption, behavior, training, husbandry, laws and policies.
- Coordinate and respond to high-profile, complex complaints concerning service delivery, animal impounds, policies, procedures, local ordinances and laws of Washington State and King County.
- Respond to injured animals, assess condition and transport for treatment.
- Support and assist other public agencies on issues related to animal control.
- Prepare court cases and testify in court.
- Rescue domestic animals, livestock and wildlife; pick up stray or dead animals.
- Compile and report on field activity/production statistics for performance measurement, including daily recaps.
- Meet with staff, other agencies and public to discuss animal control services.
- Purchase supplies and equipment necessary for daily operations.
- Oversee, review and approve all enforcement activities.
- Determine when trapping or chemical capture is appropriate and execute capture using correct techniques to reduce possibility of injury to animal.
- Perform duties as a Field Animal Control Officer as needed.
- Backfill other Shelter Animal Control Sergeants as needed.
- Perform other duties as assigned.

### **THE IDEAL CANDIDATE WILL HAVE:**

- Minimum five (5) years experience as an Animal Control Field Officer, at least two (2) years in a supervisory capacity.
- Experience working directly with the public in providing customer service and responding to complaints, inquiries and problems
- Working knowledge in animal handling and behavior, assessment techniques, identification and husbandry, and proper methods for the care and feeding of animals and cleaning of cages, kennels and other areas.
- Demonstrated experience in handling animals in a humane manner under a variety of animal control field situations, including willingness to vaccinate and euthanize animals as required.
- Skill in use of equipment to handle wild or vicious animals.
- Knowledge of occupational hazards and safety precautions.
- Demonstrated management experience: planning, assigning, scheduling and supervising the work activities of subordinate staff, including conducting performance appraisals; coaching and mentoring subordinates; recommending disciplinary actions; selecting new employees; planning for organizational changes; leading an effective high performance teams; and providing quality assurance.
- Knowledge of human resources principles and practices in selecting, managing, disciplining, providing performance feedback, training, coaching and motivating employees, and supervising under a labor agreement.
- Demonstrate effective, current management techniques and principles, including policy / program development and fiscal management.
- Skill in Microsoft Office applications including Outlook, Word, and Excel.
- Proficient in the use of Chameleon animal tracking software or similar animal management software.
- Ability to frequently lift animals, and carry/push supplies and equipment weighing up to 60 lbs.
- Preparation of analytical reports, charts, presentations.
- Ability to communicate effectively both verbally and in writing, including complex policy and/or technical information, to audiences including line staff, management, elected officials, citizens, the media, the business community, and other jurisdictions.
- Proven successful experience working collaboratively with staff, various organizations, public officials, service providers, stakeholders, and citizens to resolve complex issues. Must have awareness of and understand the possible need to balance decisions and actions in a political environment.
- Ability to balance assertiveness and diplomacy as well as strong interpersonal and organizational skills.
- Ability to manage time, priorities and resources to accomplish multiple tasks and projects simultaneously.

**WE WOULD LOVE IT IF YOU HAD:**

- Working knowledge of King County, Washington State and federal laws and regulations pertaining to animal welfare.
- Experience with Chameleon or similar animal tracking software.
- Successful completion of an Animal Control Academy

**NECESSARY SPECIAL REQUIREMENTS:**

- Valid Washington State Driver's License at the time of hire
- Ability to obtain a valid legend drug/euthanasia certification.
- Must pass a thorough background investigation and physical examination before hire
- Ability to perform moderate to difficult strenuous manual tasks including lifting animals weighing up to sixty (60) pounds on a frequent basis.
- This position may be exposed to animal dander and potential exposure to zoonotic diseases

**SUPPLEMENTAL INFORMATION:**

Application materials will be screened for qualifications and completeness. Screened in applications will be further evaluated based on the information provided in the required forms and materials. The most competitive candidates may be invited for further testing and/or oral interviews.

This position is represented by the Animal Control Officers Guild.

## Supplemental Questions

\*1. How many years experience do you have as an Animal Control Officer in the field?

- No experience
- Less than 5 years
- 5 to 7 years
- More than 7 years

\*2. How many years experience do you have supervising field officers?

- No experience
- Less than 2 years experience
- 2-4 years experience
- 5 or more years experience

\*3. In what areas do you have experience working as animal control officer in the field?

Your application materials must demonstrate and substantiate this experience.

Please check all that apply

- Respond to complaints of animal nuisance and vicious or abused animals; determine course of action, write reports and issue written warnings or citations
- Pick up owned or stray animals, including injured or dead animals
- Rescue domestic animals, livestock and wildlife
- Enforce animal control ordinances
- Write investigatory and incident reports
- Prepare for and testify in court
- Educate and counsel the public on pet care and laws and regulations covering pet ownership
- Issue pet licenses and collect fees
- Participate in animal welfare educational activities
- No field experience as an animal control officer
- Resolve concerns about services provided
- Manage staff scheduling, assigning duties, evaluating and managing performance.

\*4. What computer programs are you proficient in using? Check all that apply.

- Microsoft Outlook
- Microsoft Word
- Microsoft Excel
- Chameleon or similar animal tracking software
- None of the above

\*5. Have you successfully completed an Animal Control Academy? Note: Your application materials must demonstrate this qualification.

- Yes
- No

\*6. Describe your working knowledge of King County, Washington State and federal laws and regulations pertaining to animal welfare. If you do not have knowledge in this area, please put "No working knowledge".

\*7. Describe your experience working directly with the public in providing customer service and responding to complaints, inquiries and problems. If you do not have experience in this area, please put "No Experience".

\*8. Describe your experience motivating and leading field officers in providing effective animal control services.

\*9. Which statements best describe your experience as a supervisor. Your application materials must demonstrate and substantiate this experience. Please check all that apply.

- Participate in the selection and hiring of employees

- Assign work to subordinate line staff
- Conduct performance reviews for subordinate staff.
- Issue discipline and corrective action for employees whose performance was substandard or misconduct
- Train employees
- Mentor staff
- Managed under a unionized environment
- None of the above

\*10. Have you ever been under investigation for an animal related charge?

- Yes
- No

\*11. If you answered yes to question 9, please provide details. If you have not been under an animal related investigation, put "N/A".

\*12. Are you willing to undergo a comprehensive criminal background investigation?

- Yes
- No

\*13. Do you possess or have the ability to obtain a valid Washington State Drivers license upon hire?

- Yes
- No

\*14. Do you currently possess a valid legend drug/euthanasia certification?

- Yes
- No

\*15. Do you understand this position will work with and/or around kennel cleaning materials (i.e. bleach, Kennel-sol, stinger degreaser, and other various household cleaning products) and be exposed to animal dander and zoonotic diseases?

- Yes
- No

\*16. Did you submit a letter of interest detailing your experience and qualification with reference to the specific duties and responsibilities of this position?

\*\*Please note: this letter is a REQUIREMENT for consideration. Incomplete application packages will not be considered.\*\*

- Yes
- No

\* Required Question