



## ***Solutions Northwest, Inc.***

**Specializing in Stay-at-Work Systems**

### **JOB ANALYSIS**

#### **Job Information**

Job Title: Animal Services Officer

Source: Employer/eDOT

Date of Contact: April 21, 2011

Employer: Washington County - Bonnie L. Hays Small  
Animal Shelter

Analysts: Janet DeLapp, MS, CDMS, CPE

Felicity Jackson, MS, CRC, CVE

#### **eDOT Information**

eDOT Title: Animal Control Officer I

eDOT Code: 379.263-010

SVP: 5 (6 months to 1 year)

Strength: Light

Actual Strength: Very Heavy

Shift: 10 hour shifts

#### **Purpose**

To protect public health and safety through issuance of licenses and citations and by providing information supporting quality companion animal care.

#### **Distinguishing Characteristics**

The Animal Services Officer I is the entry-level class in the Animal Services series. Positions at this level typically perform duties that are similar to the Animal Services Officer II, however incumbents are not expected to perform with the same independence or use the same level of independent judgment. This classification is used as a training classification for the Animal Services Officer II.

#### **Job Duties**

Rarely 1-5%

Occasionally 6-33%

Frequently 34-66%

Constantly 67-100%

Frequently - Operate the work vehicle and using the removable, on-board computer, when the work vehicle is stationary, for writing reports or inputting information. Operate various equipment including animal capture equipment (traps, catch poles, tranquilizer guns), first aid equipment, and self-defense weapons (spray or bite stick). Maintain all assigned equipment to ensure proper functioning. Adhere to safe work practices and procedures.

Frequently - Explain and enforce state and local laws and ordinances relating to care, treatment, quarantine, and impounding of animals. Investigate animal related complaints from the public; investigate violations of county leash law, neglect, cruelty, and animal bite complaints, reports of injured or diseased animals, and other animal related issues while maintaining effective public

#### **Solutions Northwest, Inc.**

Main Office: 120 State Avenue NE, PMB# 397, Olympia, WA 98501-8212

Olympia: 360-236-8748 Portland: 503-768-9742 Seattle: 206-521-5676 Fax: 360-866-4773

Website: [www.solutionsnw.com](http://www.solutionsnw.com)

E-Mail: [info@solutionsnw.com](mailto:info@solutionsnw.com)

Washington County  
 Job Title: Animal Services Officer  
 eDOT: 379,263-010

2

relations when dealing with citizens. Resolve animal-caused nuisances by offering advice and persuasion to the public.

Frequently - Impound stray and unlicensed domestic animals for transport to county animal shelter. Contain or capture vicious animals. Pick up injured animals as reported through the on-board computer; administer basic first aid if needed and transport to veterinarian or animal shelter.

Frequently - Prepare daily reports of activities using the on-board and in office computers, prepare evidence, accept signed citizen complaints, and testify in court acting as a Clerk of the District Court. Maintain contact with supervisory personnel to coordinate investigative activities, provide mutual assistance during emergency situations and provide general information on field operation activities.

Occasionally - Check households for valid licensing of dogs; issue licenses and document receipt of monies.

Occasionally - Pick up dead animals from roadways, veterinarians, and the public and transport to animal shelter for disposal. Quarantine biting animals for observation according to established guidelines.

Occasionally - Issue warnings for infractions or citations for violations observed on patrol or investigation.

Occasionally - Empty sort and organize donated items. Stock the store shelves.

Rarely - Euthanize severely injured, diseased or vicious animals.

Rarely - Investigate reports of dog damage to livestock; and fill out livestock claims.

Rarely - Present information to the public about the characteristics of animals and how to care for animals at educational fairs.

Rarely - Perform other duties as assigned.

Not Required	Rarely 1-5%	Occasionally 6-33%	Frequently 34-66%	Constantly 67-100%
--------------	-------------	--------------------	-------------------	--------------------

**POSTURAL REQUIREMENTS OF THE LOWER EXTREMITIES AND SPINE**

Note: Frequency will vary by season and weather; these are "error-on-the-high-side" estimates.

Posture	Frequency	Activity
Sit	Constantly	The Animal Services Officer will sit when operating the work vehicle, or when working with the on-board computer in a stationary work vehicle or within the shelter facility. The computer is housed in an adjustable mount and can be removed from the mount when necessary. They may also sit in a chair when talking with the public, working in an office, or providing community outreach in an educational fair setting or in a school setting. They may also sit in the work vehicle when observing various reported situations or when conversing with another officer.

Washington County  
 Job Title: Animal Services Officer  
 eDOT: 379.263-010

3

Stand	Rarely	Standing may occur when communicating with the public, making observations, and participating in community outreach and educational fair settings.
Walk/Run	Occasionally	The Animal Services Officer may walk to and from the work vehicle to an individual's home. They may also walk when providing community outreach services or when making observations. Walking and running may occur when in pursuit of an animal at large. The Animal Services Officer can tread on a variety of even and uneven surfaces such as grass, mud, dirt, cement, asphalt, carpet, hardwood floors, and linoleum. They may also walk or run through bushes, blackberries, neighboring property, over various barriers, and through traffic to pursue an animal at large.
Crouch/Kneel/Crawl	Rarely	Crouching, kneeling, or crawling may occur when trying to coax an animal out from under a porch or from a small space, when inspecting an animal, or when retrieving equipment.
Stoop/Bend	Occasionally	They may stoop to clasp a leash to an animal's collar, to access an animal in an inaccessible space, when entering and exiting the work vehicle, and when accessing equipment from the work vehicle's storage compartments.
Twist	Occasionally	The Animal Services Officer will twist when entering and exiting the work vehicle and while using the on-board computer, which is attached to an adjustable mount in the work vehicle. They will twist when accessing the back of the work vehicle, when looking over their shoulder while operating the work vehicle, and when placing an animal inside the kennels which are built into the work vehicles. Twisting also occurs when capturing an animal with the catch pole as the animal will spin, twist and pull in various directions when attempting to get loose. They will also twist when using a shovel to clean up an animal carcass.
Climb/Balance	Rarely	Climbing occurs when using step ladders (which are generally provided by the public), traversing stairs, and accessing the work vehicles.
Operate Controls	Constantly	The Animal Services Officer will operate the work vehicle controls with the lower extremities. All work vehicles are automatic transmission.
Laying Down	Rarely	They may lay down when attempting to call an animal as laying down can be less intimidating for an animal.

### POSTURAL REQUIREMENTS OF THE UPPER EXTEMITIES

Posture	Frequency	Activity
Reach Below Waist	Occasionally	The Animal Services Officer will reach below waist level when handling or leashing animals, picking up crates and traps, and when picking up animal carcasses by hand with an inverted plastic bag.
Reach at Waist	Occasionally	They will reach from waist to shoulder level when accessing

Washington County  
 Job Title: Animal Services Officer  
 eDOT: 379.263-010

4

		tools, equipment, and animal carriers in the back of the work vehicle. They may also reach at waist level when operating the work vehicle controls, opening door handles, ringing door bells, working with tall dogs, shaking hands, providing paperwork and handing out educational materials.
Reach Shoulder to Overhead	Rarely	Reaching over shoulder level occurs when accessing large dog traps which are transported on top of the work vehicles, reaching inventory stored on high shelves, and reaching crates stored in high places.
Handle/Grasp	Constantly	The Animal Services Officer will grasp the work vehicle steering wheel and other items such as door handles, leashes, collars, catch poles, crate handles, animal carcasses, cellular telephones and radios, clip boards and shovel handles.
Operate Controls/Upper	Occasionally	They will operate controls using the upper extremities when using the keyboard on the computer, operating the vehicle controls, using cellular telephones, and office equipment.
Fine Finger Dexterity	Rarely	Fine finger dexterity is needed when holding a pen or a pencil, handing out papers and other educational materials, and operating the clasp on a leash.

### EXERTION REQUIREMENTS

Lift/Carry	Frequency	Range/Distance	Item
1-10#s	Rarely	Up to 1/4 of a mile	Catch poles, clip boards, cellular phones, empty animal crates, small empty traps, animal treats, and leashes
11-20#s	Occasionally	Up to 30 feet	Animal crates with a small animal inside, medium sized animal traps, small animals, small bags of pet food, donated items, and store items
21-35#s	Occasionally	Up to 20 feet	Small livestock, unconscious animals, crates with a large cat or a small dog inside, bags of pet food, donated items, and store items
36-50#s	Rarely	Up to 20 feet	Heavier dogs, large bags of dog food, and other large store items.
> 50#s	Not Required		Lifting over 50 pounds requires assistance.

Push/Pull	Frequency	Distance	Item
1-20#s	Occasionally	Up to 200 feet	Empty wheeled donation carts, smaller animals in portable crates, smaller animals in trap, office and vehicle doors, empty wheelbarrow, animals on leashes, animals or livestock on catch poles
21-35#s	Occasionally	Up to a few feet	Partially full wheeled donation carts, carts loaded with equipment, animals in portable crates, animals in traps, partially full wheelbarrow, animals on leashes, animals or

Washington County  
 Job Title: Animal Services Officer  
 eDOT: 379.263-010

			livestock on catch poles
36-50#s	Rarely	Up to a few feet	Partially full wheeled donation carts, larger animals in portable crates, larger animals in traps, full wheelbarrow, animals on leashes, animals or livestock on catch poles
51-75#s	Rarely	Up to a few feet	Full wheeled donation carts, animals or livestock on catch poles
76-100#s	Rarely	Up to a few feet	Full wheeled donation carts, animals or livestock on catch poles
100-285#s	Rarely	Up to a few feet	Large animal or livestock suddenly jerking on a catch pole
> 285#s	Not Required		Animals pulling with over 285#s of force is unlikely

**MENTAL, SENSORY & ENVIRONMENTAL DEMANDS**

Sensory	Frequency	Activity
Talk/ Hear	Frequently	Communicating with members of the community, co-workers, and talking with animals
Near & Far Acuity	Occasionally	Locating the address of a site, identifying animals, reading paperwork and animal tags
Depth	Constantly	Operating the work vehicle
Color Vision	Rarely	Inspecting the color of infected animal wounds, identifying the color of animals, an animal's collar, and neighborhood landmarks
Field of Vision	Occasionally	Identifying dangers around a site when trying to trap or access an animal

**Temperament**

	Yes	No
Dealing with people; Outside of getting Instructions	X	
Performing Repetitive or Short Cycle Work	X	
Working Under Specific Instructions	X	
Performing a Variety of Duties	X	
Performing Effectively Under Undue Stress	X	
Expressing Personal Feelings		X
Working Alone or Apart in Physical Isolation from Others		X
Influencing People in Their Opinions, Attitudes & Judgments.	X	
Attaining Precise Set Limits, Tolerances & Standards		X
Directing, Controlling or Planning Activities of Others		X
Making Judgments & Decisions	X	

**Understanding and Memory**

	Yes	No
Memory	X	
Short Instruction Memory	X	
Detailed Instruction Memory	X	

Washington County  
 Job Title: Animal Services Officer  
 eDOT: 379.263-010

6

<b>Sustained Concentration</b>	<b>Yes</b>	<b>No</b>
Short Instructions Carrying Out	X	
Detailed Instruction Carrying Out	X	
Concentration & Attention	X	
Work Set Schedule	X	
Work Ordinary Routine		X
Working under Distractions	X	
Make Simple Decisions	X	
Limited Cognitive Breaks		X

<b>Social Interaction</b>	<b>Yes</b>	<b>No</b>
Public Interaction	X	
Requires Request for Assistance	X	
Have Work Reviewed, Feedback	X	
Have Positive Peer Interaction	X	
Maintain Socially Appropriate Work Behavior	X	

<b>Adaptation</b>	<b>Yes</b>	<b>No</b>
Adaptation to Change	X	
Hazard Awareness	X	
Travel - Distances and Overnight	X	
Independent Planning; Goal Setting	X	

<b>Environmental Condition</b>	<b>Yes</b>	<b>No</b>
Exposure to Weather	X	
Extreme Cold (non-weather related)	X	
Extreme Heat (non-weather related)	X	
Wet and/or Humid (non-weather related)		X
Noise Intensity Level - 3 Moderate	X	
Vibration		X
Atmospheric Conditions	X	
Proximity to Moving Parts		X
Exposure to Electrical Shock		X
Working in High, Exposed Places		X
Exposure to Radiation		X
Working with Explosives-Guns		X
Exposure to Toxic or Caustic Chemicals	X	
Exposure to Injury from Biohazards	X	

#### **Personal Protective Equipment Used**

Leather gloves, latex or non-latex gloves, pepper spray, respirators, batons, leashes, catch poles, and beef jerky (for enticing animals).

#### **Operation of Machines, Equipment, and Tools Used**

Incinerator, computers, cellular telephones, tranquilizer guns, catch poles, leashes, portable animal crates, and animal traps.

Washington County  
Job Title: Animal Services Officer  
eDOT: 379.263-010

7

**Vehicles or Moving Equipment Used**

Work vehicle (pickup trucks and vans)

**Required Knowledge, Skills and Abilities**

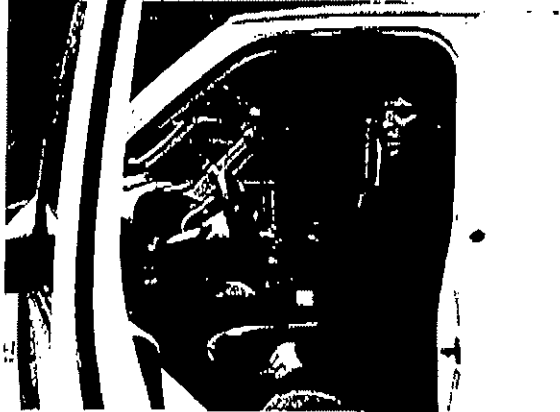
- Care and handling of dogs and cats
- Physical and temperament characteristics of dog and cat breeds
- Basic computer software and hardware applications
- Communicate with others to convey information effectively
- Determine the kinds of tools and equipment needed to do the job
- Manage one's own time
- Safely control injured and aggressive large dogs
- Read and learn the laws pertaining to dog control and county dog control ordinances
- Learn, interpret and enforce pertinent state and county laws, ordinances, codes and department regulations for animal services
- Communicate effectively with the public in a courteous but firm manner
- Prepare written reports and maintain records
- Communicate effectively both orally and in writing
- Ability to establish and maintain cooperative working relationships with individuals
- Exercise good judgment and make sound decisions in a variety of circumstances
- Remain calm and rational in both routine and non-routine situations

**Special Requirements**

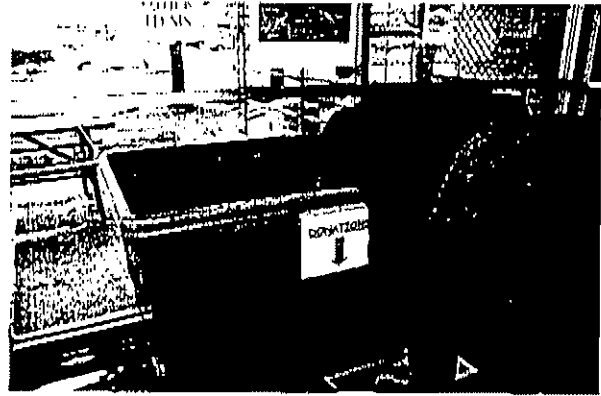
One year of work experience in the handling, training, or care of dogs, including large breeds such as in a kennel or veterinary office; and one year of work experience involving intensive public contact. Must possess a driver's license valid in the State of Oregon and acceptable driving record. Must be able to obtain certification as a Euthanasia Technician within one year of hire. Must be willing to work evenings or weekend on-call emergency shifts.

Washington County  
Job Title: Animal Services Officer  
eDOT: 379.263-010

Photos



Adjustable/removable on-board computer



Donation bin (donations can lower up to 5 feet tall)



Work van with imbedded kennels and equipment compartment



Placing animal trap on top of work truck



Obtaining an animal from a low level cage



Using a catch pole



Washington County  
Job Title: Animal Services Officer  
eDOT: 379.263-010

9

### Medical Provider Release

I have reviewed this job analysis and

Release this worker to position represented by this job analysis

Do not release this worker to position represented by this job analysis because...

Comments:

---

---

---

If you do not release this worker to position represented by this job analysis at the present time, do you anticipate this worker will be capable of working in this capacity in the future?

Yes, as of what date (estimated) \_\_\_\_\_

No

\_\_\_\_\_  
Physician Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Physician Printed Name