



**ANIMAL CONTROL SUPPORT TECHNICIAN**

**Department:** Auditor  
**Job Class #:** 485300  
**Pay Range:** General 11

**FLSA:** Non-Exempt  
**Represented:** Yes  
**CSC Approved:** N/A

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

**GENERAL FUNCTION:** The function of the Animal Control Support Technician (ACST) is to provide support and assistance to the Animal Control Officers. The intent of this support position is to allow optimum utilization of the Animal Control Officers. Work requires the exercise of initiative and mature judgment within the context of departmental policies and regulations. This position is under the general supervision of the Pierce County Auditor.

**SERIES CONCEPT:** The ACST is distinguished from the Animal Control Officer class by its lack of duties related to the enforcement of state laws and county ordinances pertaining to animals.

**ESSENTIAL FUNCTIONS:**

- Assist Animal Control Officers with transport or return of animals to their owners; transport animals to the County shelter; transport animals discharged from a veterinarian.
- Operate Animal Control vehicles; coordinate routine minor vehicle maintenance; perform routine maintenance of vehicle interior.
- Assist Animal Control Officers with kennel inspections of renewed kennel licenses.
- Assist Animal Control Officer while patrolling County streets and roads; searching for stray dogs and other domestic animals and livestock.
- Explain ordinances relating to the care and keeping of animals to the public.
- Perform general office duties; provide information and explain procedures, database entry, and internet queries.
- Conduct pet licensing including follow-up on delinquent pet licenses, sell licenses to pet owners, and canvassing activities, both targeted and general canvassing.
- Participate in community and outreach events.
- Animal Control Dispatch; receive, respond to, or route all incoming calls to Pierce County Animal Control.
- Assist Animal Control Officers in the development and maintenance of case files.
- Receive evidence that may be used in investigations, including affidavits, photographic evidence, applications, and appeals.
- Assist in specially assigned data searches to develop or recover information from non-standard sources. Assist in the compilation and evaluation of data to meet defined objectives.
- Receive and process routine to moderately complex forms and applications, i.e., determines regulatory or procedural compliance; computes or verifies data, fees or payments; assists in the proper completion of forms or documents; and researches governing directives to answer questions and resolve routine problems encountered. May also provide information and advice in response to questions raised by the public served.
- Attend team meetings.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.

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- Work a flexible schedule, which may include evenings, weekends, holidays and overtime.
- Lift and carry up to 50 lbs.
- Establish and maintain effective working relationships with County officials, employees and the general public.

#### **OTHER JOB FUNCTIONS:**

- Perform other job functions as assigned.

#### **SUPERVISION RECEIVED AND EXERCISED:**

Work is performed under general supervision with the employee expected to plan and complete work independently after objectives, priorities and deadlines have been defined. Work is reviewed in progress and upon completion by the supervisor for thoroughness, timeliness and compliance with regulations, policies and procedures. This position does not supervise.

**WORK ENVIRONMENT:** The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. Incumbents perform a portion of assigned work in an office environment and a portion outdoors in all types of weather and hazardous driving conditions at locations throughout the county. Extended periods of concentration and sedentary work are required. Work is subject to frequent interruptions and normal office noise. In addition, the position involves considerable exposure to disagreement or controversy and situations involving conflict, anger, verbal abuse and potential for violence. In addition, work may involve dealing with hostile individuals as well as suspected criminals. Employees are potentially exposed to various communicable zoonotic diseases, noxious odors, animal blood, feces and urine, fleas, ticks, mites, as well as severely injured or dangerous animals, dead, sick and diseased animals. Work is generally completed on a regularly scheduled basis; however, employees may be required to work overtime, evenings, weekends and holidays as necessary and be subject to callbacks. Out of state travel may be required to attend external training and conferences.

**PHYSICAL REQUIREMENTS:** The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions. The Animal Control Support Technician has a variety of physical requirements based on differing work circumstances. Required physical activities include but are not limited to digital dexterity, running, maneuvering quickly on foot, walking, standing, sitting, talking, hearing and seeing, twisting, balancing, climbing, crawling, kneeling, bending, stooping, crouching, reaching, lift and carry up to 50 pounds, dragging, pushing/pulling. The ability to apply physical strength in the apprehension, control and containment of animals is required.

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

##### **Knowledge of:**

- Occupational hazards and standard safety practices necessary in the area of animal care, handling, and control.
- Basic animal handling, care, habits, behavior and disease identification.
- Communication/interaction skills to deal effectively with individuals who may not be cooperative. Safe driving principles and practices.
- General office procedures and practices.
- Spelling, punctuation and rules of grammar.
- Basic bookkeeping and/or cashiering methods and practices as required by the position.
- Functions, policies, formats, and clerical procedures of the work unit.

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#### **Skill in:**

- Operation of modern office equipment including computer equipment.
- Operation of a motor vehicle safely.
- Uses independent judgment and effective decision-making in the application of a wide variety of laws, policies and procedures and in effective problem-solving.

#### **Ability to:**

- Learn and interpret County and State laws, ordinances and regulations.
- Learn the geography of the County including location and layout of streets.
- Learn and utilize proper capture, muzzling, and restraint techniques.
- Learn animal behavior and the symptoms of diseases.
- Establish and maintain cooperative relationships with citizens and fellow employees.
- Use cleaning chemicals and disinfectants.
- Handle emergency situations cautiously and effectively.
- Tolerate unpleasant smells and conditions.
- Prepare and maintain accurate and complete records.
- Respond to requests and inquiries from the general public.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

**MINIMUM REQUIREMENTS TO APPLY:** One year of general clerical work experience is required. Additional education or related experience may substitute for the recruiting requirements. Animal handling experience is preferred.

**SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS:** Ability to successfully complete a background investigation prior to hire. A valid Washington State driver's license is required.