**JOB DESCRIPTION**:

CLASSIFICATION RESPONSIBILITIES:

* A Community Service Officer is responsible for performing technical field inspections and investigation work in the enforcement of the City’s zoning, sign, exterior housing maintenance, parking, and other nuisance and environmental control ordinances.
* A Community Service Officer answers calls and complaints, conducts investigations, gathers information, and issues citations for violations of City animal laws and regulations.
* A Community Service Officer works within Mills boundaries using a cell phone, radio, laptop computer, and specialized vehicle to locate stray animals, occasionally bag dead animals for pick up, and impound live animals.
* Explains numerous City ordinances and Wyoming Revised Statutes pertaining to animal care, control, and licensing to the general public and City employees.
* Interacts with people who are confused, angry, or openly hostile when issuing citations.
* Prepares warnings and citations, and written reports in order to document violations.
* Testifies in court against persons cited for violations.
* This position is also responsible for performing related duties as required.

DISTINGUISHING FEATURES:

* The Community Service Officer is expected to exercise considerable initiative to work independently in the field and is responsible for decisions requiring discretion, judgment, and familiarity with a variety of codes and ordinances.
* The Community Service Officer will carry out the full-range of inspection and enforcement duties with little to no supervision or assistance. Work is performed under the general supervision of the Mills Police Chief, or his designee, who reviews work through conferences, reports, and results achieved.
* This class is FLSA nonexempt.

EMPLOYEE VALUES:

* All employees of the City of Mills are expected to uphold and exhibit the City’s shared employee values of Knowledge, Respect, and Integrity.

MINIMUM QUALIFICATION REQUIREMENTS:

* Graduation from high school or GED.
* Must possess a valid Wyoming Driver's License by hire date.
* Successful completion of a background investigation and polygraph.
* Pass a psychological test battery.
* Random alcohol, drug and/or controlled substance testing.
* Any combination of training, education, and experience equivalent to good (1 - 3 years) work experience associated with city planning or zoning enforcement; such as investigating zoning and sign codes, municipal codes, and environmental ordinance violations.
* Good (l - 3+ years) public contact experience in dealing effectively with the general public and business organizations.
* Experience with personal computer (PC) to include Microsoft Office Software.
* Experience with enforcement of policies, procedures, rules, and/or regulations.
* Experience in preparing detailed reports.
* Experience working with/handling animals.
* Must possess or have the ability to obtain, Code Enforcement Officer Basic Certification.
* Must possess or have the ability to obtain, Animal Enforcement Officer Basic Certification.

ESSENTIAL FUNCTIONS:

Communicates effectively and persuasively with the general public, other City employees, management, contractors, developers, government agencies, and public officials in order to explain codes, ordinances, violations, and required corrective action. Explains technical problems and provides options using negotiation skills to resolve code violations.

Prepares accurate written documents (notices of violation, stop work orders, letters, door hangers, civil citations, long-form criminal charges, and reports) with clearly organized thoughts and using proper sentence structure, punctuation, and grammar in order to convey the appropriate codes, facts, and statements.

Deals with angry, insulting, and argumentative people in a calm and rational manner. Deals with a high volume of cases often including stressful situations and a negative atmosphere. Assists in training new employees.

Attends and represents the department at various City and public meetings. Explains numerous City ordinances and Wyoming Revised Statutes pertaining to animal care, control, and licensing to the general public and City employees. Gathers information to resolve complaints. Answers inquiries.

Testifies in court against persons cited for violations. Interacts with people who are confused, angry, or openly hostile when issuing citations. Prepares warnings and citations, and written reports in order to document violations.

Inspects, monitors, and evaluates complaints and violations to determine compliance with prescribed regulations, guidelines, and codes. Reads and uses City maps, and property descriptions. Investigates unsafe vacant building violations, determines appropriate action, and follows through for compliance.

Meets scheduling and attendance requirements. Attends City meetings, public functions, schools, and training courses as instructed by the Chief of Police.

MANUAL/PHYSICAL:

Operates a motor vehicle requiring a standard Wyoming Driver's License to drive to and from various complaint sites, City offices, etc. Uses common hand tools such as a hammer, screwdriver, staple gun, crowbar, and wire cutters to remove illegal signs, secure structures, etc. Works in small, cramped areas in order to capture animals. Works in a variety of weather conditions while capturing animals and enforcing ordinances.

Uses a snare pole and various animal capturing equipment including: tranquilizer rifle and pistol, nets, traps, ropes, baton, capstun, taser and tranquilizer darts. Uses specialized, non-routine, protective equipment when required to enter areas containing hazardous materials or large amounts of noxious animal excrement to rescue animals or conduct investigations. Operates a camera in order to photograph animals, animal bite victims, and property for the purpose of gathering evidence to support animal control violations. Distinguishes the full-range of the color spectrum in order to identify various animal breeds and accurately complete animal impound forms.

Detects traffic sounds when working near moving traffic. Moves signs on occasion (maximum weight 100 pounds) distances of up to 20 feet to enforce City codes. Operates general office equipment (copy machine, PC, facsimile machine, calculator, and two-way radio) to perform the functions of the job. Enters data or information into a PC in order to create and maintain accurate public records and cases for on-view activities. Prepares forms, mail, notices, citations, and criminal charges for distribution, hand-delivery, and/or mailing to property owners, occupants, mortgage companies, and various City departments.

MENTAL:

Interprets and applies City policy and operating procedures to complete work assignments involving all Code Enforcement and Animal Control Enforcement. Prioritizes own work (example: inspections, picking up sick/injured animals, responding to animal bite reports, vicious dog calls, meetings, court appearances, appointments, etc.).

Learns job-related material in a classroom setting regarding public contact skills, safety, and the use of equipment. Learns job-related material through on-the-job training regarding dispatch procedures, the careful handling of animals, and the use of animal capturing equipment.

Learns to analyze property and building conditions to determine if code violations exist. Resolves procedural problems, code violations, and interpretations by negotiating, reasoning, and using sound rationale for proper decisions. Conducts research and analyzes property ownership, utility records, and court records to contact property owners and resolve code violations.

Comprehends and makes inferences from criminal records, deeds, legal descriptions, quarter-section maps, microfilm, parcel maps, and construction plans in order to conduct investigations and inspections. Understands and interprets construction plans, blueprints, schematic drawings, specifications, layouts, and zoning maps in order to make inspections and conduct investigations. Plans, coordinates, secures resources, and monitors various special projects as needed.

Coordinates work methods, recommends changes, and participates in implementing those changes with other team members. Prepares oral and written reports of a technical nature. Learns job-related material through on-the-job training and classroom instruction.

KNOWLEDGE AND ABILITIES:

Knowledge of:

1. Basic writing skills and the English language.
2. Procedures/practices for capturing and handling a variety of wild and domestic animals.
3. The general principles of animal behavior.
4. The City of Mills Zoning Ordinance including, but not limited to, prohibited uses, fence heights and locations, landscape requirements, landscape maintenance, setbacks, and lot sizes;
5. The City of Mills Public Nuisances, Property Maintenance ordinances, which defines and prohibits public nuisances, deterioration, and blight, and requires maintenance and compatibility of exterior surfaces;
6. The City of Mills Sign Ordinance, which promotes the effectiveness of signs by preventing their over concentration, improper placement, deterioration, and excessive size and number;
7. The City of Mills Municipal Code including, but not limited to:

* Noise
* Lighting
* Peddler
* Licenses
* Second-hand dealer licenses
* Parking
* Ordinances
* Animal ordinances
* Other miscellaneous code
* The City’s geography (streets and landmarks).

ABILITY TO:

1. Use initiative and independent judgment to determine if a violation exists and the appropriate follow up action to take place;
2. Conduct follow-up investigations to ensure that violations are corrected;
3. Gain voluntary cooperation of the citizen against whom the enforcement action is being taken in order to determine whether a violation has taken place;
4. Enforce City codes through the use of an appropriate level of explanation and presence of authority in order to gain agreements on compliance deadlines and avoid court action;
5. Inspect sites to determine if vehicles are inoperable and issue notices of violation to the responsible party to correct the violation;
6. Operate a PC to access information in order to conduct research and create and maintain accurate public records;
7. Keep accurate, detailed, and updated files (hard copies and computer generated);
8. Compile and organize files for on-going investigations and cases;
9. Investigate and resolve zoning, code enforcement, animal enforcement violations through negotiation and mediation;
10. Interview persons with complaints and make proper disposition or direct them to proper authorities;
11. Deal with the general public tactfully and courteously;
12. Interact with other City and county law enforcement and/or animal control staff to establish and maintain effective working relationships.
13. Read and use City maps, property descriptions, construction plans, and other related plans and drawings to ensure compliance with code requirements;
14. Work with a minimum amount of supervision in prioritizing work by choosing among and scheduling such tasks as the following: responding promptly to citizen complaints and collecting evidence for enforcement;
15. Interview parties affected by noise ordinance violations, determine if alternative noise suppression methods might be appropriate to resolve the problem, and negotiate with those affected to arrive at an equitable solution;
16. Prepare case summaries, initiate requests for criminal complaints when legal action is necessary to obtain code compliance and appear and testify in court as an expert witness on behalf of the City;
17. Establish and maintain effective working relationships with management, coworkers, and the general public.
18. Continued communications with co-workers as information evolves.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

CLASSIFICATION RESPONSIBILITIES:

An Animal Control Officer's duties include enforcement of the City of Mills codes and tasks related to the care, control, and licensing of animals within the Mills Town boundaries. An Animal Control Officer answers calls and complaints, conducts investigations, gathers information, and issues citations for violations of animal regulations. A major responsibility is the enforcement of City codes such as:

> Leash laws,

> Animal Neglect/Abuse > livestock restrictions,  licensing requirements,  barking/nuisance and vicious dog ordinances, and  Wyoming Revised Statutes related to animals.

An Animal Control Officer conducts animal rescues and abuse/cruelty/neglect investigations. Authority to issue citations is limited to violations of the Town's animal control ordinances. An incumbent writes reports on violations, prepares reports, maintains records of animal bites and quarantines, and notifies involved persons of the outcome. Court testimony may be required against persons cited for violations. A Community Service Officer works within Mills boundaries using a cell phone, radio, laptop computer, and specialized truck to locate stray animals, occasionally bag dead animals for pick up, and impound live animals. This class is responsible for performing related duties as required.

Distinguishing Features: An employee in this class works independently and is expected to organize work assignments to respond to a maximum number of calls. An Animal Control Officer must exercise independent judgment in dealing with not only a wide variety of pets and wild animals, but also in dealing with pet owners who may be angry, confused, and/or abusive. This class is supervised by an Animal Control Supervisor through the review of calls, reports prepared, warnings and citations issued, problems encountered, and overall results achieved. An Animal Control Officer must wear a uniform. This class is FLSA nonexempt.

# ESSENTIAL FUNCTIONS

Communication: Explains numerous Town ordinances and Wyoming Revised Statutes pertaining to animal care, control, and licensing to the general public and Town employees. Gathers information to resolve complaints. Answers inquiries. Testifies in court against persons cited for violations. Interacts with people who are confused, angry, or openly hostile when issuing citations. Prepares warnings and citations, and written reports in order to document violations.

Manual/Physical: Operates an animal control vehicle requiring a standard Wyoming Driver's License to patrol a designated area and to transport animals. Works in small, cramped areas in order to capture animals. Moves animals weighing up to 100 pounds short distances (2 - 5 feet) vertically in order to lift animals into the animal control vehicle. Works in a variety of weather conditions while capturing animals and enforcing ordinances. Enters data into a personal computer (PC) in order to draw up cases for on-view activities. Uses a snare pole and various animal capturing equipment including: tranquilizer rifle and pistol, nets, traps, ropes, baton, capstun, taser and tranquilizer darts. Uses specialized, non-routine, protective equipment when required to enter areas containing hazardous materials or large amounts of noxious animal excrement to rescue animals or conduct investigations. Operates a camera in order to photograph animals, animal bite victims, and property for the purpose of gathering evidence to support animal control violations. Distinguishes the full-range of the color spectrum in order to identify various animal breeds and accurately complete impound cards. Detects hazardous situations at work by hearing various animal noises and audible traffic sounds when working near moving traffic. Meets scheduling and attendance requirements.

Mental: Interprets and applies Mills Town Ordinances and the Mills Animal Control unit's policies and procedures in order to enforce and explain animal control regulations. Prioritizes own work such as picking up sick/injured animals, and responding to animal bite reports and vicious dog calls. Learns job-related material in a classroom setting regarding public contact skills, safety, and the use of equipment. Learns job-related material through on-the-job training regarding dispatch procedures, the careful handling of animals, and the use of animal capturing equipment.

## KNOWLEDGE AND ABILITIES:

Knowledge of:

 basic writing skills and the English language;  some procedures/practices for capturing and handling a variety of wild and domestic animals;  and the general principles of animal behavior.

Ability to:

 maintain a high volume of work output with minimal supervision;  learn the physical geography of the Town of Mills;  interview persons with complaints and make proper disposition or direct them to proper authorities;  deal with the general public tactfully and courteously;  and interact with other Town and county law enforcement and/or animal control staff to establish and maintain effective working relationships.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the Town as the needs of the Town and requirements of the job change.