

City and County of San Francisco



Department of Human Resources

Edwin Lee  
Mayor

Micki Callahan  
Human Resources Director

**NOTICE OF FINAL ACTION TAKEN BY THE  
HUMAN RESOURCES DIRECTOR**

Date: August 26, 2013

Re: **Notice of Proposed Classification Actions –Final Notice No. 4 FY 13/14 (copy attached).**

In the absence of requests to meet addressed to the Human Resources Director, the classification actions contained in the above referenced notice became effective August 26, 2013.

Micki Callahan  
Human Resources Director

by: \_\_\_\_\_

A handwritten signature in black ink, appearing to read "Steve Ponder", written over a horizontal line.

Steve Ponder  
Classification and Compensation Manager  
Human Resources

**cc:** All Employee Organizations  
All Departmental Personnel Officers  
DHR – Class and Comp Unit  
DHR – Client Services Unit  
DHR – Employee Relations Unit  
DHR – Recruitment and Assessment Unit  
DHR – Client Services Support Services  
Micki Callahan, DHR  
Jennifer Johnston, CSC  
Sandra Eng, CSC  
Linda Cosico, DHR  
Maria Newport, SFERS  
Risa Sandler, Controller/Budget Division  
Devin Macaulay, Controller/ Budget Division  
Theresa Kao, Controller/ Budget Division  
Chris Trenchel, Controller/ Budget Division  
E-File

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY  
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

**Posting No:** 4  
**Fiscal Year:** 2013/2014  
**Posted Date:** 08/16/2013  
**Reposted Date:** N/A

**AMEND THE FOLLOWING JOB SPECIFICATION(S):**  
*(Job specification(s) attached.)*

Item #	Job Code	Title
1	1434	Shelter Services Representatives
2	3370	Animal Care Attendant
3	3372	Animal Control Officer

**For additional information regarding this proposed classification action, please contact Cathy Abela, Senior Classification and Compensation Analyst, at (415) 557-4926 or by email at [Cathy.Abela@sfgov.org](mailto:Cathy.Abela@sfgov.org).**

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to [DHR.ClassificationActionPostings@sfgov.org](mailto:DHR.ClassificationActionPostings@sfgov.org). All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the effected parties.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: <http://www.sfgov3.org/index.aspx?page=328>.

**cc:** All Employee Organizations  
All Departmental Personnel Officers  
DHR – Class and Comp Unit  
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DHR – Support Services  
Micki Callahan, DHR  
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**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Shelter Service Representative  
Job Code: 1434**

**INTRODUCTION**

Under supervision, performs a variety of specialized clerical and customer service duties requiring frequent public contact in support of animal shelter operations; assists and provides information to the public regarding animal care and control services; deals with difficult members of the public and resolves animal care and control issues, oftentimes under stressful conditions; and performs related duties.

**DISTINGUISHING FEATURES**

This classification is distinguished from other clerical classes by its responsibility for providing specialized information and assistance regarding animal care and control services. Incumbents in this class handle animals at the shelter.

This class is distinguished from the Animal Care Attendants by the latter's in-depth responsibility for providing direct care of the shelter animals including maintaining sanitary conditions in the facility, providing food, water and enrichment, and assisting veterinary staff.

**SUPERVISION EXERCISED**

None. Positions in this class may be assigned lead worker responsibilities. May oversee and train volunteers.

**MAJOR, IMPORTANT, AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. Courteously and effectively provides animal care and control services, information and assistance to the public, both in person and by telephone; resolves issues from the public, often under stressful conditions due to the emergent nature of the work.
2. Educates the public about animal issues and responsible pet ownership and promotes a humane and caring attitude towards animals; provides information on pet adoption, spay and neuter services, pet training and other animal-related services; promotes good public relations; provides information on opportunities for volunteer work and donations.
3. Clearly and accurately explains state and local laws and ordinances, departmental policies and procedures, and information regarding pet ownership, licensing, adoption, redemption, surrender and/or other animal-related issues to members of the public.
4. Assists the public to surrender, redeem and adopt animals in accordance with animal control laws and departmental procedures; collects information about animals and persons in accordance with animal control laws and departmental procedures; interviews potential adopters regarding animal adoptions and makes decisions about suitability of prospective adopters; demands independent judgment to follow-up on securing required or additional information, and reunite lost and found animals with their owners or place with a suitable

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DEPARTMENT OF HUMAN RESOURCES**

**Title: Shelter Service Representative**

**Job Code: 1434**

new home.

5. Handles animals humanely and safely; transports animals and wildlife to adoption events, for veterinary care and treatment, and to other animal shelters, humane societies or wildlife centers; may perform a variety of errands and delivery of lab specimens, animals and documents.
6. Records transactions at the animal shelter, including narrative reports of public interactions and contacts; processes a variety of forms; documents information regarding the impoundment, condition, release and/or adoption of animals; produces and maintains accurate records regarding animal shelter office activities; uses a computer to access information in the shelter database, enter and update data, and print out documents, receipts and reports; reconciles invoices for charges to the department.
7. Collect and process information necessary to follow-up and enforce the City's dog licensing program; issues dog licenses and citations for violations of animal control laws.
8. Collects fees, produces receipts, makes change and balances daily receipts.
9. Receives, records and relays requests for routine and emergency services from the public to appropriate personnel or division; using a two-way radio in accordance with FCC rules, communicates with personnel in the field.
10. Ensures cleanliness and neatness of work area.
11. Performs related duties as assigned.

**IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES**

Knowledge of: standard office and customer service practices and procedures.

Ability to: deal courteously and effectively with staff, volunteers and members of the public from a variety of cultural and socioeconomic backgrounds, including individuals who may be angry, hostile or distraught; handle problems and respond appropriately to requests for service; use good judgment and maintain composure in difficult and/or sensitive situations; respect right of privacy, maintain confidentiality and exercise tact and sensitivity; evaluate information and make routine decisions in accordance with departmental policies and procedures; effectively prioritize tasks for completion within an established timeframe; maintain effective, cooperative and professional working relationships; speak clearly and effectively in order to communicate work-related information; listen and elicit information; prepare and maintain clear and accurate records and files; make basic arithmetic computations, operate a cash register, accurately handle money and reconcile receipts; learn animal shelter procedures and laws and regulations governing the licensing, quarantining, impounding, care and control of animals; learn the use of the department's computer system to access, input and retrieve work-related information; learn to operate radio equipment in conformance with FCC regulations; learn basic animal handling techniques and the characteristics of different species and breeds of animals.

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**Title: Shelter Service Representative  
Job Code: 1434**

**MINIMUM QUALIFICATIONS**

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

1. Six months experience providing customer services and information in an animal care and control operation or a related animal welfare/protection facility; OR
2. Two years experience as a customer service representative in an office or facility with heavy face-to-face public contact.

**LICENSE AND CERTIFICATION**

Possession and maintenance of, or the ability to obtain and maintain, a valid California Class C Driver's License.

**SUPPLEMENTAL INFORMATION**

None.

**ORIGINATION DATE:** 5/15/89

**AMENDED DATE:** 8/26/13

**REASON FOR AMENDMENT** *To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.*

**BUSINESS UNIT(S):** COMMN SFCCD SFMTA SFUSD

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Animal Care Attendant  
Job Code: 3370**

**INTRODUCTION**

Under direct supervision, the Animal Care Attendant maintains safe and sanitary facilities for shelter or museum animals and the public, and provides humane handling and care for shelter or museum animals; and performs related duties.

**DISTINGUISHING FEATURES**

This class is distinguished from Class 3372 Animal Control Officer in that the latter works in the field and is responsible for the enforcement of animal control laws. It is distinguished from Class 3320 Animal Keeper in that the latter is responsible for the care and feeding of animals at the San Francisco Zoo, including rare or valuable specimens. This class is further distinguished from the 1434 Shelter Service Representative by the latter's responsibility for performing a variety of specialized clerical and customer service functions.

**SUPERVISION EXERCISED**

None. Positions in this class may be assigned lead worker responsibilities. May oversee and train volunteers.

**MAJOR, IMPORTANT, AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

**When assigned to Animal Care and Control, performs all assignments according to state law and/or department protocols:**

1. Cleans and disinfects kennels, wards, cages, equipment, runs and common areas of the facility with appropriate cleaning agents in order to maintain a healthy, clean, safe and sanitary facility for shelter animals and the public.
2. Humanely handles and kennels all animals and identifies shelter animals with appropriate tags or bands before kenneling, including animals which may be ill, injured, quarantined, aggressive or difficult to control and wildlife such as snakes, skunks, pigeons and raccoons.
3. Provides food, water and proper care for all shelter animals.
4. Under the direct and indirect supervision of the Shelter Veterinarian, administers medication, vaccinations and microchips, conducts feline immunodeficiency virus/feline leukemia virus (FIV/FELV) testing through venipuncture and provides treatment to all shelter animals and documents this activity in animals' medical records.
5. Monitors all animals, including those that may be isolated or quarantined, for signs of illness or unusual behavior; makes notations and reports problems regarding health and behavior of animals to the Animal Care Supervisor and/or Veterinary Medical services staff.

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**Title: Animal Care Attendant**

**Job Code: 3370**

6. Performs the euthanasia of animals by intravenous injection with controlled substances; disposes of the euthanized animal; when necessary, decapitates animals for rabies laboratory testing, stores remains and prepares and processes related documentation; may assist in the determination of animals to be euthanized; administers Schedule 2 barbiturates and/or narcotics.
7. Maintains accurate and legible case files and records for each animal in the shelter; uses a computer to input, update and access information regarding shelter animals and to produce written documents.
8. Provides information and assists members of the public, including individuals who may be angry, hostile or distraught, in search of lost or adoptable pets; assist potential adopters with information about animals' needs, temperament, behavior and care.
9. May assist management, the Veterinary Medical staff and other individuals, in animal husbandry, surgery or related procedures, as required by law and departmental policy.
10. Transports animals, specimens, supplies and equipment to pet adoption events, satellite adoption centers, veterinary clinics, laboratories, wildlife centers and humane societies for treatment, testing and relocation as necessary.
11. Performs related duties as assigned.

**When assigned to the Recreation and Park Department:**

1. Feeds, cleans and handles a wide variety of over 50 wild and domestic animals; cleans animal exhibits, enclosures and terrariums, including the removal of urine and feces, dirty bedding, mopping out and scrubbing down of animal enclosures; cleans outside of exhibits, including windows, cabinets, signage.
2. Prepares food for animal's diets, inventories food stores and restocks as needed. Food preparation includes chopping vegetables, using a food processor, measuring out food and dietary supplements.
3. Under direct supervision of the veterinarian, performs regular animal health checks to examine for signs of disease or ill health; maintains animal medical records; monitors health and condition of animals, notifies supervisor of changes and /or commences treatment if necessary; medicates sick, injured or infirm animals with topical, oral, or subcutaneous medications if trained; takes fecal and urine samples for examination by veterinary staff; maintains animal hygiene: trimming nails, beaks, bathing, dipping etc.; hand raises animals as needed; euthanizes animals with CO2 as required for feeding other animals or for health reasons, as directed by veterinarian.
4. Ensures safe, appropriate housing for all species; maintains exhibits in the animal area under coordinator supervision; attaches or replaces fittings, hinges, locks, hasps; sets up enclosures for use by animals by assembling and attaching perches, shelves, branches,

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rocks, and other materials.

5. Exercises animals and observes their behavior to determine their health, well-being and suitability for the museum.
6. Interprets live animal exhibits to the general public and organized groups of children and adults in verbal format; answers questions from the public; as needed, presents educational animal presentations to school, community groups and the public; assists with preparing exhibit signage and other written materials.
7. Guides and works with interns and teen and adult volunteers in working with the public, animal care and handling; assigns tasks to volunteers, insures proper supervision of public animal area and insures necessary animal care and public safety; assists in planning for docent and teen volunteer classes.
8. Represents the museum and presents programs at department and community events.
9. Evaluates, plans, researches, develops and presents/builds future programs and exhibits; participates in the planning and implementation of museum wide special events.
10. Identifies safety hazards to public, staff and animals.
11. Performs related duties as required.

**IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES**

Knowledge of: Industrial cleaning and sanitation, including safe and effective mixture and use of various cleaning agents and chemical compounds; methods for safe and humane handling and restraint of a variety of animals.

When assigned to the Recreation and Park Department, additionally requires: Knowledge and understanding of natural history subjects related to animals in their natural habitat; and knowledge of local flora in order to secure suitable foliage for exhibits.

Ability to: Learn procedures for and properly perform: euthanasia of animals, decapitation for rabies testing, collect blood samples for feline immunodeficiency virus/feline leukemia virus (FIV/FELV) testing, animal first aid, and storage of animal remains and lab specimens; learn and identify the characteristics of different species and breeds, symptoms of common animal illnesses, and symptoms which may necessitate medical attention; administer topical, oral, subcutaneous and intravenous medication and injections; humanely handle and care for animals; maintain cleanliness of shelter facility, cages and kennels; interact courteously and effectively with co-workers, staff, volunteers and members of the general public from a variety of cultural and socioeconomic backgrounds, including individuals who may be angry, hostile or distraught; maintain effective, cooperative and professional working relationships; speak clearly and effectively, listen and elicit information in order to communicate work-related information; read and understand written instructions, procedures and memos; accurately document information in case records and files; prioritize and complete routine assignments with minimal



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**Title: Animal Care Attendant  
Job Code: 3370**

direct oversight and within established timeframes; learn to use a computer to access, input and retrieve work-related information; bend, stoop, stretch, and crawl in the performance of assigned duties; lift and carry objects and equipment weighing up to 50 pounds; perform general labor duties for extended periods of time.

**MINIMUM QUALIFICATIONS**

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

**When assigned to Animal Care and Control:**

1. Six (6) months verifiable hands-on professional or volunteer experience in the care, feeding and/or handling of animals in a facility that cares for and/or houses animals (e.g. animal care/control agency, humane society, veterinary hospital, boarding or pet day care facility, or pet store), working principally with dogs and cats; OR
2. 30 semester or 45 quarter units of coursework in an animal husbandry, veterinary science or a related program at an accredited college or university.

**When assigned to the Recreation and Park Department:**

1. One (1) year verifiable experience in caring for animals in a park, zoo, museum or university setting and three (3) months experience in presenting public education programs; OR
2. 30 semester or 45 quarter units of coursework in an animal husbandry, veterinary science or a related program at an accredited college or university.

**LICENSE AND CERTIFICATION**

Possession and maintenance of, or the ability to obtain and maintain, a valid California Class C Driver's License.

**SUPPLEMENTAL INFORMATION**

Special requirement: Must complete euthanasia training within six (6) months of appointment.

Working conditions: Exposure to strong and/or unpleasant odors, including those from animal excrement, cleaning agents and chemical compounds, and frequent exposure to extreme noise.

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DEPARTMENT OF HUMAN RESOURCES**

**Title: Animal Care Attendant  
Job Code: 3370**

**ORIGINATION DATE:** 5/15/89

**AMENDED DATE:** 8/26/13

**REASON FOR AMENDMENT** *To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.*

**BUSINESS UNIT(S):** COMMN SFCCD SFMTA SFUSD

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Animal Control Officer  
Job Code: 3372**

**INTRODUCTION**

Under general supervision, responds to requests for Animal Care and Control services and enforces compliance with city and state laws governing the humane care, control, licensing, vaccination and impoundment of animals; and performs related duties.

**DISTINGUISHING FEATURES**

Incumbents in this class initially work under immediate supervision, progressing to independent supervision as the incumbent becomes able to independently perform the full range of duties associated with this class. Incumbents in this class wear a uniform and a badge, but do not carry a firearm; they have powers of arrest and are responsible for explaining and enforcing state and city laws relating to animal care and control.

This class is distinguished from Class 3370 Animal Care Attendant in that the latter has primary responsibility for the care and feeding of animals housed at the animal shelter, and does not have field enforcement duties.

**SUPERVISION EXERCISED**

None. Positions in this class may be assigned lead worker responsibilities. May oversee and train volunteers.

**MAJOR, IMPORTANT, AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. Conducts routine patrols throughout the city, humanely confining dogs at large and other stray animals and transporting them to the shelter for impoundment; maintains close contact with the shelter and other field staff via radio in conformance with FCC regulations.
2. Responds to requests for emergency rescue services, including injured, sick or stray animals in distress; humanely and safely handles all animals, domestic and wild.
3. When necessary, administers basic first aid and transports sick or injured animals for emergency treatment; observes animals for signs of illness or unusual behavior and reports problems to the Animal Care Division and/or Veterinary Medical Services staff; picks up dead animals; euthanizes animals and performs decapitation for rabies testing as required.
4. Processes impounded animals; administers vaccinations; prepares cages/kennels for new animal residents; and participates in the care and feeding of shelter animals.
5. Responds to complaints about the care, treatment and control of animals and other problem situations, including those which involve hostile, irate or distressed members of the public, in a tactful, professional and effective manner; mediates animal issues between neighbors;

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**Title: Animal Control Officer  
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educates members of the public about laws and regulations on animal care and control.

6. Investigates allegations of animal abuse and neglect; takes immediate action if necessary; gathers evidence and information for further investigation as indicated; documents information; consults with supervisors and/or management staff regarding cases of a complex or unusual nature; works with local law enforcement agencies, including the Offices of the City Attorney and the District Attorney, for the prosecution of responsible parties and resolution of animal-related issues; may provide testimony on investigations and findings.
7. Issues warnings and citations and/or takes appropriate action when violations of animal care and control laws are observed; incumbents have powers of arrest and participate in executing arrest and search warrants.
8. Provides information on laws and regulations governing the treatment, licensing, care and control of animals to the public in the field; participates in outreach services; educates the public about animal issues and responsible pet ownership and promotes a humane and caring attitude towards animals.
9. Maintains assigned vehicles, work areas and other equipment in good order and in a safe and sanitary condition.
10. Produces and maintains accurate and legible case files, work records and forms, and reports, including accounts of investigative findings and other information; uses a computer to access, input and retrieve work-related information, maintain case files and records, and produce written reports.
11. On a rotating basis answers the telephone and performs radio dispatch duties.
12. Performs related duties as assigned.

**IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES**

Knowledge of: methods for safe, effective and humane handling and restraint of a variety of animals, including those that are sick, injured, aggressive and/or difficult to control; standard safety precautions and equipment for working with animals; physical and behavioral characteristics of different species and breeds of animals; state and local laws and ordinances pertaining to the proper care and control of animals.

Ability to: satisfactorily complete a supervised field training program; learn laws and regulations related to the humane care, control, licensing, impounding and disposal of animals; learn the basic principles and techniques of law enforcement and provisions of law relating to due process, search and seizure, and the gathering, documentation and presentation of evidence; learn to handle wild animals such as snakes, skunks, pigeons and raccoons; learn symptoms of diseases common to domestic animals and wildlife, basic animal first aid techniques and techniques for administering vaccinations and euthanasia by injection; learn the use of the department's computer system to access, input and retrieve work-related information, maintain case files and records, and produce written reports; learn the use of radio equipment in

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**Title: Animal Control Officer  
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conformance with FCC regulations regarding law enforcement agencies; effectively prioritize and complete tasks and assignments with minimal direct oversight and within established timeframes; assess situations and make appropriate and rapid decisions based upon a variety of relevant factors; take appropriate action based on interpretation of rules and policies; appropriately seek guidance from and refer issues to supervisors and management; deal courteously, fairly and effectively deal with individuals from a variety of cultural and socioeconomic backgrounds, including individuals who may be angry, hostile or distraught and/or in violation of the law; remain calm and impartial in frustrating and/or confrontational situations; establish and maintain effective, cooperative and professional working relationships; speak clearly, concisely and effectively in a manner that is understandable to the listener; listen and elicit information in order to resolve problems and/or conduct investigations; investigate allegations of animal abuse and neglect, gather information and document findings; drive a motor vehicle; bend, stoop, stretch, crawl, climb and run short distances; work in narrow, confined or elevated spaces; lift, carry and restrain moving animals, objects and equipment weighting up to 50 lbs.

**MINIMUM QUALIFICATIONS**

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

1. Six (6) months experience involving public contact in situations requiring the exercise of tact and good judgment coupled with experience in the care, feeding and/or handling of animals in a facility that cares for and/or houses animals (e.g. animal shelter, kennel, veterinary hospital, boarding or pet day care facility or pet store), working principally with dogs and cats; OR
2. Six (6) months of experience in the interpretation and enforcement of laws or codes, preferably related to animal and/or vector control work.

**LICENSE AND CERTIFICATION**

Possession and maintenance of, or the ability to obtain and maintain, a valid California Class C Driver's License.

**SUPPLEMENTAL INFORMATION**

Special Requirements:

Incumbents in this class have limited Peace Officer powers and must meet the requirements for and successfully complete the Penal Code 832 course within the probationary period.

Must complete euthanasia training within six (6) months of appointment.

Successful completion of the Animal Control Officer Academy is required within six (6) months of appointment

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DEPARTMENT OF HUMAN RESOURCES**

**Title: Animal Control Officer  
Job Code: 3372**

**ORIGINATION DATE:** 5/15/89

**AMENDED DATE:** 8/26/13

**REASON FOR AMENDMENT** *To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.*

**BUSINESS UNIT(S):** COMMN SFCCD SFMTA SFUSD