

**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: 05
Fiscal Year: 2018/2019
Posted Date: 07/18/2018
Reposted Date: N/A

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

| Item # | Job Code | Title |
|--------|----------|---------------------------|
| 1 | 3372 | Animal Control Officer |
| 2 | 3373 | Animal Control Supervisor |

RETITLE AND AMEND THE FOLLOWING JOB CODE(S):
(Job specification(s) attached)

| Item # | Job Code | Former Title | New Title |
|--------|----------|-------------------------------------|-------------------------------------|
| 1 | 3378 | Field Services Assistant Supervisor | Animal Control Assistant Supervisor |

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. 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 affected parties.

For additional information regarding this proposed classification action, please contact Stephen Fu, Management Assistant, at (415) 701-5680 or by email at Stephen.Fu@sfgov.org.

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: [Rule 109 Position Classification and Related Rules | Civil Service Commission](#).

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 Operations
Micki Callahan, DHR
Michael Brown, CSC

Sandra Eng, CSC

Christopher Colandene, SFERS

Theresa Kao, Controller/ Budget Division

E-File

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

**Title: ANIMAL CONTROL OFFICER
Job Code: 3372**

DEFINITION

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~~**3372 Animal Control Officer is distinguished from 3378 Animal Control Assistant Supervisor in that the latter supervises subordinate staff. It is further** 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 m~~ay be assigned lead worker responsibilities. ~~May oversee and train volunteers.~~

EXAMPLES OF 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, a~~AAdministers 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; educates members of the public about laws and regulations on animal care and control.

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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 a~~Answers the telephone and performs radio dispatch duties.
12. ~~Performs related duties as assigned.~~

KNOWLEDGE, SKILLS, AND ABILITIES

~~Knowledge of: methods for safe, and effective and humane handling, and restraint and confinement 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; basic principles and techniques of law enforcement and provisions relating to due process, search and seizure, gathering, documenting and presenting of evidence.~~

~~Ability and Skill to: satisfactorily complete a supervised field training program; learn interpret rules, policies, 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, identify symptoms and diseases, administer basic animal first aid, techniques and techniques for administering vaccinations and euthanasia; by injection; learn the use of the department's sa computer system; to access, input and retrieve work-related information, maintain case files and~~

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~~records, and produce written reports; learn the use of radio equipment in conformance with~~according to 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; and~~ appropriately seek guidance from and refer issues to supervisors and management; deal courteously, fairly and effectively deal with others 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; ~~spea~~communicate clearly, concisely and effectively, ~~;~~ in a manner that is understandable to the listener; listen and elicit information in order to orally and in writing; resolve problems and/or complaints, conduct investigations; investigate allegations of animal abuse and neglect, gather information and document findings; drive safely operate a motor vehicle and equipment; 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.

Education:

Experience:

~~Six (6) months~~One (1) year of animal handling experience involving public contact or customer service at 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,~~ park, zoo, museum or university setting), working principally with dogs and cats; OR

~~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 ~~C~~Driver's ~~L~~License.

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Special Requirements:

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

~~Must complete state-mandated euthanasia training within six (6) months of appointment.~~

~~Successful completion of the and Animal Control Officer Academy is required within six (6) months of appointment *within the probationary period.*~~

Substitution:

Six (6) months of experience in the interpretation and enforcement of laws or codes, which included issuing warnings and citations or executing arrests, may substitute for six (6) months of the required experience.

Completion of coursework in animal husbandry, veterinary science or related program at an accredited college or university may substitute for up to six (6) months of the required experience (30 semester / 45 quarter units equals one (1) year).

SUPPLEMENTAL INFORMATION

Nature of work requires: frequent exposure to areas with hazards and other unpleasant elements; lifting and carrying heavy equipment or animals; bending, stooping, stretching, crawling, running short distances, climbing and working in narrow or elevated spaces; safely transporting animals in departmental vans.

PROMOTIVE LINES

To: 3378 Animal Control Assistant Supervisor

ORIGINATION DATE: 5/15/89

AMENDED DATE: 8/26/13; 07/XX/18

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

BUSINESS UNIT(S): COMMN

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

Title: ~~FIELD SERVICES~~ANIMAL CONTROL ASSISTANT SUPERVISOR
Job Code: 3378

DEFINITION

Under direction of the 3373 Animal Control Supervisor, ~~assists in supervising~~oversees staff, ~~overseeing field operations,~~and field enforcement activities, and ~~ensuring~~ensuring compliance with city and state laws governing the humane care, restraint, licensing, vaccination and impoundment of animals.

DISTINGUISHING FEATURES

~~This classification 3378 Animal Control Assistant Supervisor is distinguished from Class 3373 Animal Control Supervisor in that the former is a first level supervisor, whereas the latter is a second-level supervisor and has overall responsibility for the field operations of the Animal Care and Control Department and the full range of supervisory functions over Field Services Division staff.~~

SUPERVISION EXERCISED

~~Assists in s~~Supervising and ~~providing technical direction and oversight to~~ assigned staff.

EXAMPLES OF 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. Assists in t~~Trainings, ~~assignings~~assignments, ~~schedulings~~schedules and ~~monitorings~~monitors the work of assigned staff; oversees daily animal control activities in the absence of the Animal Control Supervisor; monitors attendance and maintains daily time roll; prepares payroll with the assistance of the Supervisor.
2. Ensures that radio equipment is effective and functional and that vehicles and equipment are maintained in a safe, healthful and sanitary condition; oversees the orderliness of the squad room, garage and vehicles.
3. Monitors and ensures the availability of office supplies, field supplies and equipment, including related inventory and stocking functions.
4. 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 according to FCC regulations.
5. Responds to requests for emergency rescue services involving injured, sick or stray animals in distress; when necessary, administers first aid and transports sick or injured animals for emergency treatment; observes animals for signs of illness or unusual behavior and reports problems to Animal Care Division and/or Veterinary Medical Services staff; picks up dead animals; may euthanize animals as required.
6. 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; educates

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members of the public about laws and regulations on animal care and control.

7. 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 for the prosecution of responsible parties and resolution of animal-related issues; may provide testimony on investigations and findings.

8. Issues warnings and citations and/or takes appropriate action when violations of animal care and control laws are observed.

9. Responds to ~~inquires~~inquiries, complaints and requests for information from members of the public; provides information on laws and regulations governing the treatment, licensing, care and control of animals; participates in outreach services; educates the public about animal issues and responsible pet ownership and promotes a humane and caring attitude towards animals; provides written information as requested. May represent the Animal Control Supervisor in community meetings, as well as vicious and dangerous dog hearings.

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 a~~Answers the telephone and performs radio dispatch duties.

12. ~~Performs related duties as assigned.~~

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: ~~methods for safe, and effective and humane handling, restraint, control and confinement of animals; including those that are sick, injured, aggressive and/or difficult to control and wild animals such as snakes, skunks, pigeons and raccoons; occupational hazards and safety precautions related to working with animals; physical and behavioral characteristics of various species, and breeds, of animals; symptoms, of diseases and first aid common to domestic animals and wildlife; animal first aid techniques; techniques of administering vaccinations and euthanasia by injection; laws and regulations related to the humane care, control, licensing, impounding and disposal of animals; law enforcement techniques and the provisions of law relating to due process, search and seizure, and the gathering, documentationing and presentationing of evidence.~~

Ability and Skill to: assign, schedule, monitor and train assigned staff in the performance of animal control activities; effectively prioritize, ~~multiple tasks for self and others;~~ work efficiently under pressure; ~~assess situations and make appropriate decisions based upon a variety of relevant factors;~~ take necessary action based on interpretation of interpret and enforce rules, laws and policies; react quickly and effectively in emergency situations; deal courteously and effectively with ~~co-workers, staff, representatives of other departments and agencies, and members of the general public from a variety of cultural and socioeconomic backgrounds~~others, 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;

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establish and maintain effective, ~~cooperative~~ and professional working relationships; ~~spea~~**communicate** clearly and effectively, ~~in order to give instructions and communicate work-~~ related information to individuals and groups in a manner that is appropriate to the audience; ~~listen and elicit information in order to,~~ **orally and in writing**; resolve problems, ~~and/or~~ conduct investigations; ~~investigate allegations of animal abuse and neglect, gather information and document findings;~~ use a computer system to access, input and retrieve work-related information, maintain case files and records, and produce written reports; use radio equipment in conformance with **according to** FCC regulations regarding law enforcement agencies; **drive safely operate** a motor vehicle **and equipment**; bend, stoop, stretch, crawl 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.

Education:

Experience:

Two **(2)** years **of** experience equivalent to Class 3372 **as an a**Animal **c**Control **o**fficer.

License and Certification:

Possession of a valid California driver's license.

Successful completion of the Penal Code 832 course, ~~and successful completion of state-~~ mandated euthanasia training and certification **Animal Control Officer Academy** within one year of hire **the probationary period**.

Substitution:

Experience as a law enforcement officer (with a valid P.O.S.T. Certificate), a licensed veterinary technician, or a zoo/animal keeper may substitute for up to one (1) year of the required experience.

Completion of coursework in animal husbandry, veterinary science or related program at an accredited college or university may substitute for up to six (6) months of the required experience (30 semester / 45 quarter units equals one (1) year).

SUPPLEMENTAL INFORMATION

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Title: ~~FIELD SERVICES~~ANIMAL CONTROL ASSISTANT SUPERVISOR
Job Code: 3378

Nature of work requires: frequent exposure to areas with hazards and other unpleasant elements; lifting and carrying heavy equipment or animals; bending, stooping, stretching, crawling, running short distances, climbing and working in narrow or elevated spaces; safely transporting animals in departmental vans.

PROMOTIVE LINES

To: 3373 Animal Control Supervisor

From: 3372 Animal Control Officer

ORIGINATION DATE: 01/14/1985

AMENDED DATE: 07/09/2015; 07/XX/18

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

BUSINESS UNIT(S): COMMN

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

Title: ANIMAL CONTROL SUPERVISOR
Job Code: 3373

DEFINITION

Under general direction, ~~supervises~~ oversees animal control field operations activities including enforcing compliance with city and state laws governing the restraint, licensing, vaccination, impoundment, care and quarantine of animals; ~~supervises the issuance of citations for violations of animal control regulations; and performs related duties as required.~~ *Positions in this class are responsible for assuring timely and effective response to requests for routine and emergency animal control services.*

DISTINGUISHING FEATURES

~~This classification supervises Animal Control Officers performing animal control activities. Positions in this class are responsible for assuring timely and effective response to requests for routine and emergency animal control services.~~ It receives direction from the Deputy Director of Animal Care and Control. It **3373 Animal Control Supervisor** is distinguished from **3378 Animal Control Assistant Supervisor in that the former has overall management responsibility as a second-level supervisor for field services. It is further distinguished from 3371 Animal Care Supervisor by in that the latter's supervision of Animal Care Attendants has responsibility for kennel operations.**

SUPERVISION EXERCISED

Supervises subordinate staff.

EXAMPLES OF 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. Assigns, supervises, monitors, trains and ~~may performs~~ the field work of subordinate staff: maintains appropriate personnel coverage for emergency situations throughout the city 24 hours a day ~~Animal Control Officers in the timely, effective response to requests for routine and emergency animal control services; assures the enforcement of and compliance with laws governing the restraint, vaccination, licensing, impoundment, care and quarantine of animals.~~
2. ~~Trains subordinate staff and a~~ Assures that stray animals are humanely handled, confined and transported to the shelter for impoundment; and that first aid is administered when necessary.
3. Evaluates requests for service, including complaints about the care, treatment and control of animals, establishes priorities, and directs appropriate responses; dispatches and maintains communication with field officers via two-way radio according to FCC regulations, monitoring the officers' safety and taking appropriate action ~~when problems arise; maintains appropriate personnel coverage for emergency situations throughout the city 24 hours a day.~~

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4. Responds to problems, or complaints or calls for service from the general public relating to animal control procedures in a tactful and effective manner; explains decisions and interprets laws, procedures and policies for subordinate staff and the public; directs and conducts investigations; assures that laws and departmental rules and policies are followed at all times.

5. Monitors case files, work records and activity reports for clarity, accuracy, and completeness and adequacy of service in response to calls; assures that officers maintain their assigned vehicles, work areas and other equipment in a healthful, sanitary and safe operating condition at all times.

6. Educates the public about responsible pet ownership and promotes a humane and caring attitude towards animals; and makes presentations to community groups regarding animal care and control issues.

7. Orders and maintains an appropriate inventory of field supplies and equipment.

8. Coordinates with police and other city departments, government entities and service partners; prioritizes seizure orders, monitors hearing outcomes, directs registration requirements and ensures compliance.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: the techniques of humans safe and effective animal handling, restraint and confinement; and the occupational hazards and safety precautions of working with animals; the characteristics of various breeds of animals; the symptoms, diseases, ~~common to domestic animals and wildlife endemic to the San Francisco area~~; first aid for animals; rapid identification of animals requiring and emergency medical care; domestic animals and wildlife endemic common to the San Francisco area; public health protocols, zoonotic disease and vector control; effective law enforcement techniques and the provisions of law relating to search and seizure, gathering, preserving and presentation presenting of evidence; laws and regulations relating to the care and control of animals; modern principles of supervision.

Ability and Skill to: plan, organize, supervise and train subordinates in the performance of animal control activities; work efficiently under pressure, react quickly and effectively in emergency situations; establish priorities and make rapid decisions; ~~based on interpretation of~~ interpret and enforce rules, laws and policies; deal effectively in a tactful, firm and courteous manner with others hostile, irate or emotionally distraught individuals who may be in violation of the law; establish and maintain harmonious and effective and professional working relationships; with co-workers, volunteers and the public use a computer system; use radio equipment according to FCC regulations; address animal care and control issues before civic and community groups; communicate effectively orally and in writing; safely operate a motor vehicle and equipment to transport animals and other moving objects weighing up to 50 lbs.

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Title: ANIMAL CONTROL SUPERVISOR
Job Code: 3373

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.

Education:

Experience:

Three (3) years of experience as an animal control officer, of which one (1) year was in a supervisory capacity.

License and Certification:

Requires Possession of a valid California Driver's License.

Successful completion of the Penal Code 832 course, state-mandated euthanasia training, and Animal Control Officer Academy within the probationary period.

Substitution:

Experience as a law enforcement officer holding a valid P.O.S.T. Certificate, a licensed veterinary technician, or a zoo/animal keeper may substitute for up to one (1) year of the required non-supervisory experience.

Completion of coursework in animal husbandry, veterinary science or related program at an accredited college or university may substitute for up to six (6) months of the required non-supervisory experience (30 semester / 45 quarter units equals one (1) year).

SUPPLEMENTAL INFORMATION

Nature of work requires: on-call availability; frequent exposure to areas with hazards and other unpleasant elements; lifting and carrying heavy equipment or animals; bending, stooping, stretching, crawling, running short distances, climbing and working in narrow or elevated spaces; safely transporting animals in departmental vans.

PROMOTIVE LINES

From: 3378 Animal Control Assistant Supervisor

ORIGINATION DATE: 05/15/1989

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**Title: ANIMAL CONTROL SUPERVISOR
Job Code: 3373**

AMENDED DATE: **07/XX/2018**

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

BUSINESS UNIT(S): COMMN