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: 02
Fiscal Year: 2015/2016
Posted Date: 07/01/2015
Reposted Date: N/A

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

<table>
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<tr>
<th>Item #</th>
<th>Job Code</th>
<th>Title</th>
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<tr>
<td>1</td>
<td>3378</td>
<td>Field Services Assistant Supervisor</td>
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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 Megan Siems, Senior Classification and Compensation Analyst, at (415) 557-4898 or by email at Megan.Siems@sfgov.org.


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
    Michael Brown, CSC
    Sandra Eng, CSC
    Maria Newport, SFERS
    Risa Sandler, Controller/Budget Division
    Devin Macaulay, Controller/ Budget Division
    Theresa Kao, Controller/ Budget Division
    Drew Murrell, Controller/ Budget Division
    Alex Koskinen, Controller/ Budget Division
    E-File
INTRODUCTION

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

DISTINGUISHING FEATURES

This classification is distinguished from Class 3373 Animal Control Supervisor in that the latter 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 supervising and providing technical direction and oversight to assigned staff.

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. Assists in training, assigning, scheduling and monitoring 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
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 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 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, 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 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, documentation and presentation of evidence.

Ability 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 rules 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, 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 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 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 FCC regulations regarding law enforcement agencies; drive a motor vehicle; 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 years experience equivalent to Class 3372 Animal Control Officer.

License and Certification:

Successful completion of the Penal Code 832 course and successful completion of state-mandated euthanasia training and certification within one year of hire.

Possession of a valid California driver’s license and a good driving record.

Substitution:

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES
CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES

Title: Field Services Assistant Supervisor  
Job Code: 3378

ORIGINATION DATE: 1/14/1985

AMENDED DATE: 7/xx/2015

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