

**City of Hampton**  
***Animal Control***  
**Administrative Guidelines**

<b>Title:</b> Chain of Command & Organizational Structure	<b>Guideline Number:</b> A-103
<b>References:</b> Human Resources job descriptions.	<b>Date Issued:</b> May 2006

**I. Purpose**

The purpose of this policy is to provide staff with an understanding of the Chain of Command and duties and responsibilities associated with each position.

**II. Policy**

Chain of Command is defined as: The proper structure for giving or receiving instruction, proper communications and/or to report to a higher authority within the department, division or organizational structure.

The City Manager oversees and has responsibility for city operations. Animal Control Services is assigned to Operations Branch which is under the Hampton Police Division.

The Animal Control Services Supervisor oversees day-to-day operations of the Animal Control Unit, supervising the Animal Control Officers and administrative support person(s). In addition, along with the Animal Control Officer II, provides guidance and advice to the Animal Control Officers, Technician(s) and administrative support person(s). And also provides oversight to the Animal Control Services staff in the enforcement of state and local animal control laws and ordinances.

**III. Procedure**

- A. Included in the Administration section of this manual is an organizational chart that pictorially describes the Animal Control Unit's position within the City of Hampton structure.
- B. Ideally concerns, questions, etc. will be addressed to the appropriate level of supervision. If however, the appropriate supervisor is not available, employees are to direct themselves to a supervisor on duty, or Animal Control Officer II. If no supervisors are present the issue of concern must be addressed using the proper chain of command sequence described in policy. (see organizational chart)
  - 1. If an issue arises during the course of duty, and an employee is seeking guidance, the employee should contact the Animal Control Supervisor by phone or radio as appropriate.
  - 2. If the supervisor is not available, the employee should contact an on-duty Officer II or senior officer for guidance as appropriate.
  - 3. If the matter is of an urgent nature, employees should follow the chain-of-command to reach the appropriate supervisory level.
- C. Responsible Member/Employee: When more than one employee is assigned to a task or duty, the employee with the highest rank or position shall be "in command". When two or more employees of the same rank and/or position are on duty together, the employee with the

longest service in that rank/position shall be “in command” and shall be responsible accordingly.

- D. An employee seeking redress with regards to an issue must use the proper chain of command without bypassing their supervisor until they first:
  - 1. Try to resolve the issue in question with their immediate supervisor, and
  - 2. If unsuccessful, the employee must first inform their supervisor of their intent to discuss the issue with a superior.

<b>Authorized by:</b>	<b>Revision Date:</b> <b>March 25, 2013</b>
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## **JOB TITLE: Animal Control Services Supervisor**

The purpose of the position is to enforce state and local animal control laws and ordinances through the supervision of Animal Control Officers in the field. Directs implements and administers a variety of animal control services related activities and initiatives and ensures these initiatives are consistent with departmental directives, City policies, ordinances and regulations. Develops a comprehensive program for the effective and efficient delivery of animal control services for the City of Hampton.

### **EXAMPLES OF DUTIES:**

- Provides ongoing leadership and develops long range strategic planning for the division. Ensures that marketing, public relations, and outreach programs are effectively accomplished.
- Develops policies and procedures to ensure efficient operation of the Animal Control Services division. Develops effective internal and external strategies to support the delivery of animal control services, ensuring that the division achieves its goals.
- Provides leadership, counsel, motivation and constructive performance reviews to all staff assigned to Animal Control Services. Initiates, recommends, and approves personnel actions such as hiring, training, counseling and disciplining.
- Acts as a resource person to help Hampton residents understand and comply with local animal ordinances and state laws. Works with citizens, neighborhood groups and Animal Control Officer II(s) to identify needs. Develops and implements solutions to animal control issues.
- Works to create and implement effective community marketing plans. Provides public education and coordinates special projects regarding animal issues as needed.
- Prepares materials for court hearings, in collaboration with the City Attorneys Office, the Animal Control Officer II(s) and Animal Control.
- Prepares annual budget for the Animal Control Services Division. Identifies grant sources, prepares grant applications and administers grants within the City's guidelines.
- Assists with divisions such as the Police Division, Health Department, Fire and Rescue Division, Sheriff's Office and Codes and Compliance with animal problems upon request.
- Attends board meetings and council meetings as needed.

- Performs other duties as assigned.

### **QUALIFICATIONS:**

Bachelor's Degree in Animal Control Management, Law Enforcement Management, Business Administration, Public Administration or closely related field of study preferred.

Considerable work experience with state and local laws and ordinances related to animal control. Considerable experience in developing administrative guidelines and implementing programs, policies and procedures. Some knowledge of court procedures preferred. Proficiency in the use of personal computers and familiarity with a variety of applications including Microsoft Word and Excel, marketing design and presentation software.

Upon employment, may be required to complete additional training related to animal control. Excellent facilitation, public presentation, written and oral communication skills; excellent grant writing skills; excellent leadership skills. Ability to: analyze and interpret laws, codes, ordinances and administrative rules and regulations; prepare reports and judicial documents; communicate effectively both orally and in writing; foster cooperation, goodwill and to work collaboratively with diverse populations; maintain an exceptional level of customer delight with internal and external customers. Must be highly motivated toward the welfare and humane treatment of all animals. Must be able to deal both firmly and courteously with the general public.

Must possess a valid motor vehicle operator's license issued by the State of Virginia and must have a satisfactory driver's record based on the City of Hampton's criteria. Any acceptable combination of experience and education which qualifies the applicant for this particular position may be considered for the more specific requirements outlined above.

### **SUPPLEMENTAL INFORMATION:**

Requires a high degree of responsibility, initiative and the ability to work independently. Extensive contact with City departments and the general public. Considerable travel within the City of Hampton is required. May be required to work non-standard hours to include some weekend and evening hours. This is an exempt position.

## **JOB TITLE: Animal Control Officer II**

Patrols an assigned area in the enforcement of state and local animal control laws and ordinances. Impounds and confines stray and unlicensed animals. Responds to wildlife and domestic animal calls for service. Investigates animal bite incidents and other animal related complaints. Provides training and guidance to less experienced Animal Control Officers.

### **EXAMPLES OF DUTIES:**

- Responds and investigates dispatched complaints regarding animals and wildlife.
- Captures, impounds and disposes of animals by using a variety of issued equipment.
- Issues summonses or obtains warrants. Appears in court as necessary to present evidence.
- Completes reports and records by maintaining documents in accordance with state and local laws, documenting any problems that occur.
- Responds to citizen complaints. Checks homes in question for various animal violations including lack of food, water, shelter, and assesses outside temperatures relating to cruelty to animal regulations.
- Provides training and guidance to less experienced Animal Control Officers. Models appropriate animal control techniques, the proper use and care of equipment and effective communication and customer service skills with citizens.
- Handles and employs a variety of specialized equipment safely and effectively, and in a manner consistent with law and departmental policy.
- Provides animal education and teaching humane treatment of animals to citizens and school groups.
- Rescues injured animals and/or performs field euthanasia of injured and sick animals as necessary by means of chemical injection.
- Assists other personnel of the Police Division and those other agencies such as the Health Department, Fire and Rescue Division, Sheriff's Office and Codes and Compliance with animal problems upon request.
- Performs other duties as required.

### **QUALIFICATIONS:**

Requires two years of college, vocational, or technical school with major emphasis in wildlife management, biology, animal husbandry or a closely related field. Requires two years of work experience involving animal care and maintenance and the control of domestic or wild animals. Requires knowledge of the proper care and handling of wild and domestic animals.

Prior experience in animal handling as a veterinarian assistant, attendant at an approved kennel or as an animal control officer preferred. One year of supervisory experience preferred. Must have successfully completed state mandated basic training for Animal Control Officer and Special Conservator of the Peace, or have the ability to complete within 180 days of employment. Must have obtained and must maintain for duration of employment the following: successful completion of Level I National Animal Control Association training, Special Conservator of the Peace Officer Designation, Euthanasia Certification, Chemical Immobilization and Capture Certification.

Must possess ability to: read and interpret federal, state and local laws and City ordinances, correspondence, various reports, contracts, articles and manuals; communicate effectively both orally and in writing; prepare reports and judicial documents using a personal computer and a variety of software; to establish and maintain harmonious working relationships. Must be highly motivated toward the welfare and humane treatment of all animals. Must be able to deal both firmly and courteously with the general public.

Must possess a valid motor vehicle operator's license issued by the State of Virginia and must have a satisfactory driver's record based on the City of Hampton's criteria. Must pass a physical agility test, Hampton Police Division's Criminal background check and have the ability to be designated as a Conservator of the Peace. Any person offered employment in this position must successfully pass testing for controlled substances. An acceptable combination of education and experience may be considered in lieu of the more specific qualifications outlined above.

**SUPPLEMENTAL INFORMATION:**

Performs duties under the general supervision of the Animal Control Manager. Requires considerable public contact and considerable travel within the City. Requires shift work to include nights, weekends and on call emergency standby on rotating basis. Must possess sufficient physical strength to move and/or control resistant or immobilized animals, and to move, lift and carry up to 60 pounds. This is a non-exempt position.

## **JOB TITLE: Animal Control Officer I**

Patrols an assigned area in the enforcement of state and local animal control laws and ordinances. Impounds and confines stray and unlicensed animals. Responds to wildlife and domestic animal calls for service. Investigates animal bite incidents and other animal related complaints.

### **EXAMPLES OF DUTIES:**

- Responds and investigates dispatched complaints regarding animals and wildlife.
- Captures, impounds and disposes of animals by using a variety of issued equipment.
- Issues summonses or obtains warrants. Appears in court as necessary to present evidence.
- Completes reports and records by maintaining documents in accordance with state and local laws, documenting any problems that occur.
- Responds to citizen complaints. Checks homes in question for various animal violations including lack of food, water, shelter, and assesses outside temperatures relating to cruelty to animal regulations.
- Handles and employs a variety of specialized equipment safely and effectively, and in a manner consistent with law and departmental policy.
- Provides animal education and teaching humane treatment of animals to citizens and school groups.
- Rescues injured animals and/or performs field euthanasia of injured and sick animals as necessary by means of chemical injection.
- Assists other personnel of the Police Division and those other agencies such as the Health Department, Fire and Rescue Division, Sheriff's Office and Codes and Compliance with animal problems upon request.
- Performs other duties as required.

### **QUALIFICATIONS:**

Requires high school diploma or successful completion of the GED; two years of college, vocational, or technical school with major emphasis in wildlife management, biology, animal husbandry or a closely related field preferred.

Requires some work experience involving frequent customer, client, or other public contact and some knowledge of the proper care and handling of wild and domestic animals. Prior experience in animal handling as a veterinarian assistant, attendant at an approved kennel or as an animal control officer preferred.

Two years of college, vocational, or technical school with major emphasis in wildlife management, biology, animal husbandry or a closely related field may be substituted for the required knowledge of the proper care and handling of wild and domestic animals. Must successfully complete state mandated basic training for Animal Control Officer and Special Conservator of the Peace and any specialized in-house training.

Upon employment must obtain and maintain for duration of employment the following: successful completion of Level I National Animal Control Association training, Special Conservator of the Peace Officer Designation, Euthanasia Certification, Chemical Immobilization and Capture Certification. Must possess ability to: read and interpret federal, state and local laws and City ordinances, correspondence, various reports, contracts, articles and manuals; communicate effectively both orally and in writing; prepare reports and judicial documents using a personal computer and a variety of software; to establish and maintain harmonious working relationships.

Must be highly motivated toward the welfare and humane treatment of all animals. Must be able to deal both firmly and courteously with the general public. Must possess a valid motor vehicle operator's license issued by the State of Virginia and must have a satisfactory driver's record based on the City of Hampton's criteria. Must pass a physical agility test, Hampton Police Division's Criminal background check and have the ability to be designated as a Conservator of the Peace. Any person offered employment in this position must successfully pass testing for controlled substances. An acceptable combination of education and experience may be considered in lieu of the more specific qualifications outlined above.

#### **SUPPLEMENTAL INFORMATION:**

Performs duties under the general supervision of the Animal Control Manager. Requires considerable public contact and considerable travel within the City. Requires shift work to include nights, weekends and on call emergency standby on rotating basis. Must possess sufficient physical strength to move and/or control resistant or immobilized animals, and to move, lift and carry up to 60 pounds. This is a non-exempt position.

## **JOB TITLE: Animal Control Technician I**

Responsible for a variety of animal control services including responding to calls for assistance, apprehending strays, removing dead animals and similar activities.

### **EXAMPLES OF DUTIES:**

- Responds to complaints and patrols areas to apprehend and impound stray, feral and unlicensed animals and responds to requests for assistance; determines acceptable locations and obtains permission to set humane traps; sets and monitors traps; impounds and transports trapped animals.
- Responds to citizen complaints involving stray or nuisance animals. Checks homes in question for various animal violations including lack of food, water, shelter, and assesses outside temperatures relating to cruelty to animal regulations.
- Assists Animal Control Officers with impounding, transporting and processing animals. Assists Animal Control Officers responding to wild and vicious animal calls.
- Responds to calls to remove and dispose of dead animals and transports injured and ill animals to shelter or veterinarian.
- Maintains a variety of required records and reports including a log of daily activity. Prepares investigative reports, legal documents, court information and testifies in court.
- Maintains assigned vehicle and equipment. Handles and employs safety equipment safely and effectively and in a manner consistent with law(s) and departmental policy.
- Distributes humane education pamphlets or materials. Addresses citizens on animal control related safety and health issues and may assist with outreach and liaison programs, such as information and other media initiatives.
- Performs other related duties as required.

### **QUALIFICATIONS:**

Requires high school diploma or successful completion of the GED. Requires some work experience involving frequent customer, client, or other public contact and some knowledge of the proper care and handling of wild and domestic animals, their behavior and basic animal care. Experience to include working with State and City laws, codes, ordinances, policies and procedures relevant to animal control preferred.

Knowledge of the use of animal control procedures and equipment. Some experience in the use of personal computers. Ability to exercise appropriate judgment in dealing with a variety of issues and problems. Ability to read, understand and interpret relevant laws, regulations, procedures and instructions. Ability to comprehend and follow complex written and verbal instructions.

Must be highly motivated toward the welfare and humane treatment of all animals. Must be able to deal both firmly and courteously with the general public and interact effectively with diverse populations.

Must possess a valid Virginia driver's license and a satisfactory driving record based on the City of Hampton's criteria. Must successfully complete a background investigation. Any person offered employment in this position must successfully pass testing for controlled substances

**SUPPLEMENTAL INFORMATION:**

Performs duties under the close supervision of the Animal Control Supervisor. Must possess sufficient physical strength to move and/or control resistant or immobilized animals, and to move, lift and carry up to 60 pounds. Requires considerable public contact and considerable travel within the City of Hampton.