

## Job Title: Community Service Officer

Supervisor: Community Service Officer II

Incumbent(s): Sandy Craun, Walter Marble, Everett Bennett

### Responsibility and Accountability

Functional responsibilities	Method of accountability
1. Animal Control	CSO II monitors work and gives feedback periodic evaluations
2. Crossing safety	Monitoring of staff

Most important frequently occurring tasks	Percentage of total time consumed by this task	Purpose and desired outcome of the task	How often is this task performed (Daily, Weekly, Monthly)
1. Patrol & Pick up stray and loose animals on the street	50%	Eliminate dogs at large and compliance with city animal ordinance	Daily
2. Feed and care of animals and maintenance of facility	20%	Maintain the health of the animals	Daily
3. Traffic control for school zones	12%	Children get across the street safely maintain traffic flow	Daily
4. Log in and intake animals into shelter	10%	Track animals and account for how many are handled	Daily
5. Positions radar trailer	5%	Increase awareness of speed and speed limits	Weekly
6. Euthanasia Technician ordering controlling and dispensing sodium Phenobarbital	3%	Legally allowed to euthanize animals	Daily
Total	100.00%		

### Public Safety

Tasks that impact public safety and health	Please explain the purpose and desired outcome of the task	Frequency of the task (Daily, Weekly, Monthly, Annually)
1. Animal pickup	Remove dangerous or sick animals from public areas	Weekly
2. Dog Bite complaints quarantine and assess for rabies	Health of dog bite victim	2 per month
3. School zone traffic control	Protect children crossing street	Daily
4. Traffic control in other situations	Provide safe vehicle flow	Monthly
5. Enforcement of leash laws	Less likely to have dog bites and disease spread	Daily

### Customer Service

#### Direct customer contact (face to face)

Tasks	Purpose and desired outcome of the task	Frequency of the task (Daily, Weekly, Monthly, Annually)
1. Shelter business interface with public	Pick up impounded animals or adopt animals	Daily
2. Pickup animals	Identify witnesses or complaints trying to identify where the dogs came from. Prefer to take dog to owner	Daily
3. Responding to customer requests at home	Give information to customers and solve problems	Monthly

#### Indirect customer contact (over the phone or by mail)

Tasks	Purpose and desired outcome of the task	Frequency of the task (Daily, Weekly, Monthly,

		Annually)
1. Taking phone complaints about dogs at large	Respond to customer needs and resolve their complaints	Daily
2. Customer request for information about adoption	Does the shelter have an animal that would be a suitable pet for them	Daily
3. Requests for dog lost and found and want to adopt	Return lost animals to owner	Daily

***Knowledge, Experience, Education and Certification***

Knowledge: Basic reading, writing, math, vehicle operation, public interaction and animal handling

Experience: There is no experience requirement for this job

Education: High School

Certification: Euthanasia technician (16 hours training license renewed each year but does not require reevaluation) Nevada Drivers license

or

any equivalent combination of education and experience

***Leadership (management and supervision)***

Supervisor (name)	Title	Employees reporting to this supervisor
1. None		

Employee (name)	Title
1. None	

Lead worker to: (name)	Title
1. None	

***Performing Different Jobs***

Tasks performed outside of normal job	Purpose and desired outcome of the task	Percentage of total time consumed by this task	How often is this task performed (Daily, Weekly,

			Monthly)
1. none		%	

**Job Hazards**

Tasks	How performance of the task can cause harm to personal health or safety.	Frequency of the task (Daily, Weekly, Monthly, Annually)
1. Traffic Control at school zone	Hit by a vehicle	Daily
2. Animal bites	Injury of bite, possibility of rabies or animal infection	Daily
3. Lifting of animals	Strains or backpulls	Daily

**Problem Solving Complexity**

Problems you have experienced	Solutions you came up with	How you arrived at the solutions	Who approved the solution
1. Conflict resolution between neighbors due to a dog noise problem	Conflict resolved	Experience	Self

Physical demands: On feet much of the time involving bending, stooping, squatting, twisting, reaching, working on uneven surfaces, frequent light lifting of objects with occasional lifting of heavy objects