

**Polk County Sheriff's Office Job Description**  
**1021 Animal Control Service Specialist**

August 30, 2004, Revised October 9, 2006

**Position Concept:**

The Animal Control Service Specialist performs clerical and public contact work responding to inquiries and/or discussing county animal control information, services and ordinance requirements. The member performs clerical, fiscal and record keeping duties and tasks specific to the position.

The most important and essential job function of the position is attitude which includes the following: interacting positively and cooperating with co-workers, responding politely to customers, working as a team member, functioning under intense time pressure and responding in a positive manner to supervision.

The Animal Control Service Specialist may perform other related duties and tasks, as required and shall have the physical, mental and emotional abilities to perform the essential job duties of the position.

**Essential Functions:**

- Screen incoming calls
- Perform data entry
- Receive/review citizen complaints
- Redeem/adopt to animal owner
- Issue/process citations
- Collect fees and reconcile accounts
- Respond to court subpoenas
- Refer cases appropriately
- Advise citizens of information/compliance
- Operate radio base dispatch unit
- Complete/distribute forms/documents
- Maintain files
- Act as office receptionist
- Issue animal licenses
- Respond to telephone and visitor inquiries
- Respond to court ordered subpoena
- Maintain training
- Perform clerical duties as required

**Education, Professional Certification or License:**

- High School or GED
- Valid Florida driver's license
- Notary for the State of Florida
- Successful completion of a 40 hour minimum standards training course approved by the Florida Animal Control Association preferred

**Professional Experience:**

- Demonstrated proficiency of keyboarding 35 words per minute with no more than 5 errors
- Minimum two (2) years clerical office experience which include customer service and bookkeeping, accounting or a closely related field preferred
- College course work may be substituted for required experience

**Status:**                             Civilian     Sworn     Certified

**Blood and Viral Pathogen Risk:**                             Minimal Risk                             Foreseeable Exposure

**Environmental Conditions:**

- Works is subject to call and must carry an issued pager
- Must be able to work shift work

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**Required Skills and Knowledge:**

**Knowledge of:**

- PCSO policy and procedures
- Animal control services/requirements
- Geographical area
- Filing system
- Office equipment
- Various software
- Adoption/redemption procedures
- Animal Control Section policy/procedures
- Radio codes/signals
- Resources
- Office supplies
- Appropriate forms
- Notary laws
- Judicial procedures

**Ability to:**

- Read and write English
- Operate office equipment
- Read a map
- Follow written/oral instructions
- Operate dispatch
- Provide exceptional customer service
- Operate motor vehicle
- Operate calculator
- Recognize and count U.S. currency

**Skills:**

- Basic mathematical
- Computer
- Interpersonal
- Telephone
- Clerical
- Analytical
- Basic accounting
- Organizational
- Accounting
- Keyboarding

**Physical Requirements:**

- Speak English understandably
- Manual dexterity
- Ambulate independently
- Walk
- Lift/drag/carry 35 lbs.
- Sit for long periods
- Stand for long periods
- See at normal range or with accommodation
- Hear at normal level or with accommodation
- No dyslexia

For additional information on this position refer to the Job Task Analysis.