



Job Description
Community Service
Officer
Pay Grade: 04

Employment Status: Full-Time

FLSA Status: Non-Exempt

Experience Required: One (1) year of related experience.

Minimum Education Requirements: High School Diploma or G.E.D.

Direct Supervisor: Lead Community Service Officer or designee

Supervisory Responsibility: No

Primary Work Location: Police station and surrounding jurisdiction.

Certification: Valid State of Missouri driver's license, Missouri Animal Control Association (MACA) training, upon hire.

Job Summary: Enforces City ordinances related to animal control and provides support to Police operations by assisting in repairs and maintenance on vehicles and attending community outreach events.

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential duties:

- Participate, investigate and takes enforcement action on incidents dealing with animal related service calls, animal specific statute and/or ordinance violations and/or concerns within the City of Nixa.
- Promote animal welfare programs and compliance with state and local laws regulating animal treatment and to build a solid court case.
- Ensures that safety equipment and protective gear is utilized whenever appropriate and equipment is in safe working order-
- Drive city vehicles to patrol the City, impound stray dogs, and transports animals to the City Animal Pound or other animal care facilities according to City ordinances.
- Appear in court to testify when required.
- Work at City Animal Pound to feed, care for confined animals, maintain property utilizing hand and power tools such as power washer, lawn mower and weed eater.
- Collect fees for impound charges and releases animals.
- Handle potentially rabid animals during bite investigations.
- Prepare specimens for transport to the state laboratory for analysis.
- Read and interpret a variety of information including applicable laws, codes, and ordinances relating to animals and environmental health.
- Respond to radio dispatched calls for service and utilizes vehicle radios to communicate.
- Document investigations and organize data into reports.
- Assist with the preventative maintenance and repairs of police department vehicles.
- Perform a variety of office administration tasks such as copying, filing, faxing, and scanning.
- Safely and properly handle law enforcement equipment such as firearms, CO2 guns and catch poles.
- Operate police department equipment including automobiles, vans, and other specialized equipment such as mobile computer terminals.



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- Prepare necessary records, inspections, and reports in accordance with the Standard Operating Procedures manual.
- Attends conferences, workshops, seminars, and other training for professional development purposes.
- Support police department operation by attending community outreach events.
- Perform other tasks and duties assigned by supervision.

Essential Functions, Qualifications, Knowledge, Skills, and Abilities (KSA's) for Employment

An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- Knowledge of enforcement policies and procedures as it relates to animal welfare and public safety.
- Occupational hazards and safe working practices.
- Basic inventory control.
- Modern office practices and procedures; record keeping and filing system methods.
- Knowledge of enforcement policies and procedures as it relates to animal welfare and public safety.

Skills

- Mentally analyze a situation, solve a problem, and make decisions under pressure in area of responsibility.
- Strong oral and written communication and follow oral and written instructions.
- Safely handle vicious and possibly rabid animals in a manner which will avoid injury to persons or the animals.
- Utilize law enforcement equipment and properly handle firearms.

Abilities

- Performs bending, squatting, twisting, kneeling, and reaching from overhead to ground level; must be able to push and pull up to 100 pounds and lift up to 50 pounds from the ground unassisted.
- Mentally analyze a situation, solve problems, and make decisions under pressure in area of responsibility.
- Follow oral and written instructions.
- Prepare and present clear and accurate records and reports.
- Effectively welcome and embrace differences among employees and citizens.
- Communicate effectively and courteously both verbally and in writing; present an overall professional image.
- Handle a large volume of public contact including handling hostile or difficult situations in a pleasant and efficient manner.
- Make independent decisions and work without close supervision.
- Read and learn applicable ordinances and proper procedures of animal control and apprehension.
- Make routine mathematical calculations for activity reports and inventory.



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- Perform the essential functions of the job without posing a direct threat to the health and safety of others.
- Perform effectively as a member of the team in carrying out the City's stated mission and philosophy.
- May be subject to assisting in police operations involving deceased individuals, police and or fire department at accident scenes, and entering dwellings to investigate hoarding and cruelty situations.
- Willing and able to take rabies shots on a periodic basis to reduce the possibility of rabies infection.
- Both indoor and outdoor working environment with exposure to extreme weather conditions, dust, and pollen.
- Susceptible to chemical hazards associated with sanitizers and cleaners; possible exposure to disease and other safety hazards associated with handling injured, rabid, diseased, or vicious animals.
- Utilize computer hardware and software systems as required by job assignment.
- Follow oral and written instructions.

**This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment. The contents of this position description may be changed without notice, and employment may be terminated by either party, at will.



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Signatures / Date

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

- I have read and understand this job description and acknowledge that I am able to complete the essential functions of my job without accommodations.
- I have read and understand this job description and I would require the following reasonable accommodations to fulfill the essential functions of this job:

Employee Signature

Date

Supervisor Signature

Date

Human Resources

Date