



# City of Oakland Employment Opportunity Open

## ANIMAL CONTROL OFFICER (Selective Language Certification)

- Open Recruitment ● All qualified individuals may apply
- Closing Date ● April 29, 2011 at 5:00 pm
- Salary/Work Week ● \$21.30 - \$26.16/hour, 40 hour work week  
(Currently, there is an avg. of one mandatory business shutdown day per month.)
- Civil Service Status ● Classified (Job Codes PS100 FTE & PS195 PPT)

### THE POSITION

The City of Oakland is currently recruiting to fill three Animal Control Officer vacancies (one full time position and two part time positions) with the Oakland Police Department. Under general supervision, the incumbents are responsible for enforcement of the animal control laws and ordinances and for providing care to captured animals for the City of Oakland. Animal Control Officers are required to wear a uniform, work outdoors and in all types of weather, may be required to work non-standard hours and shifts, and perform related duties as assigned. **The eligibility list established from this examination may be used to fill other vacancies that may occur and permanent full-time and permanent part-time positions in this classification.**

*The current vacancies are public contact positions and one Animal Control Officer vacancy requires bilingual conversational proficiency in Spanish.*

Typical duties may include, but are not limited to the following:

- Patrol assigned area investigate animal related complaints, such as dog bites, abused/neglected animals and barking dogs, and respond to emergency calls regarding animals during the day or night hours
- Collect stray, surrendered, sick/injured, and neglected/abused animals from streets, homes, or veterinary hospitals
- Capture and control vicious and dangerous animals
- Safely handle and humanely euthanize aggressive, sick/injured animals and animals who have not been adopted or transferred to outside organization
- Pick up and dispose of dead animals
- Care for shelter animals, including feeding, medicating, and cleaning and disinfecting cages and kennels an
- Issue warnings and citations as directed by the Oakland Municipal Code
- Load and unload animal supplies
- License and microchip dogs
- Resolve complaints from citizens regarding animal related issues
- Maintain records and reports
- Operate a computer terminal and two-way radio
- Operate an animal patrol truck and occasionally haul a trailer
- Operate tranquilizer gun

## MINIMUM REQUIREMENTS FOR APPLICATION

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

**Education:** Equivalent to the completion of the twelfth grade.

**Experience:** One year of full-time work experience involving public contact.

**License:** Successful incumbents in this position are expected to operate automotive vehicles in the performance of assigned duties. Due to the nature of the assignment and the hours worked, public transportation may not be a cost effective or efficient method for traveling to the various locations required. Individuals who are appointed to this position will be required to maintain a valid California Driver's License throughout the tenure of employment OR demonstrate the ability to travel to various locations in a timely manner as required in the performance of duties.

### Other Requirements:

- Must be twenty-one (21) years of age or older by the date of the written test
- Must meet California Peace Officer Standards and Training based on California Penal Code 832 within the probationary period

**Selective Language Certification:** Some positions within this classification may be public contact positions. Bilingual skills in Spanish, Cantonese, and Mandarin, are highly desirable in candidates who are considered to fill these vacancies. In keeping with Section 5.03 of the Civil Service Rules, eligible candidates whose names are certified to the hiring authority shall be the highest ranking candidates willing to accept employment and who possess bilingual skills in the languages noted above. Bilingual skills will be tested prior to final offer of employment.

### Criminal Background Check:

This position is a critical position and is subject to a criminal background check. Employment is contingent upon successful completion of a background investigation including criminal history and identity check. Each case will be given individual consideration based on job-relatedness.

## QUALIFICATIONS

**Knowledge of:** safe work practices; writing; basic mathematics; and public contact skills.

**Ability to:** provide care for domestic and wild animals; learn and apply laws and ordinances pertaining to animals; communicate effectively both orally and in writing; follow oral and written directions; perform routine clerical tasks; operate personal computer; operate cash register and handle cash; perform heavy manual; lift fifty pounds; recognize sick and injured animals for emergency treatment; work irregular days and hours and under inclement weather conditions; work standby assignments during off duty hours; interact frequently with hostile and uncooperative people; work effectively in a highly structured rank organized environment; establish and maintain effective work relationships with those contacted in the performance of required duties.

## THE SELECTION PROCESS

**Stage I:** The first stage in the selection process will consist of a review of each applicant's employment application and signed supplemental questionnaire for minimum qualifications (weighted pass/fail). **Applications submitted without all required materials will not be given further consideration.**

**Stage II:** The second stage will consist of subject matter experts evaluating and rating the completed supplemental questionnaires. Applicant responses to the supplemental questions must demonstrate the knowledge, skills and abilities listed in the qualifications section of this announcement. The evaluation of supplemental questions may be weighted 100% of an applicant score (before residency and/or veteran points) and may determine rank on the eligible list. If a sufficient number of quality application packets are received, the supplemental screening may be followed by a third stage and the

most qualified applicants will be invited to the next stage. Meeting the minimum qualifications does not guarantee advancement to Stage III.

**Stage III:** The third stage will consist of a written examination (weighted pass/fail) that will test the knowledge, skills and abilities listed in the qualifications section.

**Stage IV:** The fourth stage will consist of an oral examination that may be preceded by a brief written exercise/performance examination (weighted 100%) that will evaluate job related skills and abilities, such as oral communication, interpersonal skills, decision making, and other related skills.

The ranked eligible list may be developed directly from the supplemental screening, the results of Stage III **OR** Stage IV. Candidates must earn a scale score of 70 in this examination process to be placed on the eligible list for employment consideration.

The City of Oakland reserves the right to modify the selection process as necessary to conform to administrative or business necessity.

### ADVISORIES

**Immigration and Reform Control Act:** In compliance with the Immigration and Reform Control Act of 1986 the City of Oakland will only hire individuals who are legally authorized to work in the United States.

**Legal:** In compliance with local, state and federal laws and regulations, the City of Oakland will employ and promote qualified individuals without regard to disability. The City is committed to making reasonable accommodations in the examination process and in the work environment. Individuals requesting reasonable accommodations in the examination process must do so no later than five working days after the final filing date for receipt of applications, otherwise it may not be possible to arrange accommodations for the selection process. Such requests should be addressed to **L. Del Pino**, Department of Human Resources Management, 150 Frank H. Ogawa Plaza, 2<sup>nd</sup> Floor, Oakland, CA 94612-2019 or call (510) 238-3112 or TDD (510) 238-6930.

**Background Checks and Drug Testing:** Background Checks and Drug Testing – The City may conduct a criminal background check, credit check, and/or qualifications check for applicants depending on the particular requirements of the position(s) sought. If the position requires it, final applicants will be required to sign an informed consent authorization form allowing the City to obtain the applicant's criminal history, credit report, verify qualifications, and other background research that may be required. Applicants who do not sign the informed consent authorization form when required will not be considered further for the position. The City of Oakland is a drug-free workplace. Job offers for certain positions may also be contingent upon passing a drug test. Please be advised: Conviction is not necessarily a bar to employment. Each case will be given individual consideration based on job-relatedness.

### HOW TO APPLY

City of Oakland application documents may be obtained in person or by sending a self-addressed stamped envelope and request to the Department of Human Resources Management, 150 Frank H. Ogawa Plaza, 2<sup>nd</sup> Floor, Oakland, CA 94612-2019. You may also call (510) 238-3112 for information.

You may access a copy of the City's announcement and a Microsoft Word or PDF version of the employment application and view current openings at the following internet address: [www.oaklandnet.com/government/jobs](http://www.oaklandnet.com/government/jobs).

### DATE OF EXAMINATION

To Be Announced

The City of Oakland is an EEO/ADA Employer. Please read the City of Oakland's Employment Information Pamphlet, which can be viewed online, prior to applying for a position at the City of Oakland.

L. Del Pino; (510) 238-3179

11-PS100-038/classified

Opens: 4/11/11

Closes: 4/29/11

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**ANIMAL CONTROL OFFICER  
SUPPLEMENTAL QUESTIONNAIRE**

**FINAL FILING DATE: FRIDAY, APRIL 29, 2011 AT 5PM**

The supplemental questionnaire is intended to give you the opportunity to identify your qualifications and experience in specific job-related areas. Please return all completed application materials on-line (if applicable), in person, or by mail to the Department of Human Resources Management, 150 Frank H. Ogawa Plaza, Second Floor, Oakland, CA 94612-2019 no later than 5pm on Friday, April 29, 2011. Postmarks will not be accepted. Applications submitted without all required materials will not be given further consideration.

**INSTRUCTIONS**

Respond to each of the following questions. Typewritten pages are preferred if you are not applying on-line. Please be sure your experience relates directly to this position. The information you provide will be verified prior to a final offer of employment. Please specify the organization or jurisdiction for which you worked, your title, and the name and contact information of a supervisor who can verify the information you have provided. Place this information at the beginning of each response.

Applicants are responsible for clearly, completely, and accurately identifying their qualifications. The rating of the supplemental questions may determine your rank on the list (before residency and/or veteran’s credit is added).

**Please type ONLY the last six digits of your Social Security Number on the top of each page.**

1. Please describe your experience with animals.
2. Please describe your experience working with the public. Include in your response any experience working with a diverse population and individuals who are hostile/angry.
3. Please describe your experience resolving conflict and your personal approach to handling conflict.

**CERTIFICATION OF APPLICANT**

I understand that all information provided herein is subject to verification, and is true to the best of my knowledge. Please sign and return this page with your application materials.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Last 6 Digits of Social Security Number)

\_\_\_\_\_  
(Telephone Number)

\_\_\_\_\_  
(Date)

## SELECTIVE LANGUAGE CERTIFICATION FORM

**FINAL FILING DATE: FRIDAY, APRIL 29, 2011 AT 5PM**

This recruitment is being announced in accordance with Section 5.04 of the Civil Service Rules which states eligible candidates whose names are certified to the hiring authority shall be the highest ranking candidates willing to accept employment and who possess bilingual skills in the following languages: **Spanish, Cantonese, and Mandarin.** Identified bilingual skills will be tested prior to a final offer of employment. Please ensure that all completed application materials are returned in person or mailed to Department of Human Resources Management, 150 Frank H. Ogawa Plaza, Second Floor, Oakland, CA 94612-2019 no later than 5pm on Friday, April 29, 2011. Postmarks will not be accepted. Applications submitted without all required materials will not be given further consideration.

*The current vacancies are public contact positions and one Animal Control Officer vacancy requires bilingual conversational proficiency in Spanish.*

### INSTRUCTIONS

Utilize this form to identify the language(s) for which you have bilingual conversational proficiency. If you do not have bilingual conversational proficiency in any of the identified languages, check the appropriate box.

- Spanish
- Cantonese
- Mandarin
- I do not have bilingual conversational proficiency in any of the identified languages, but I am still interested in the Animal Control Officer position(s).

**Please note: Identified bilingual skills will be tested prior to a final offer of employment.**

### CERTIFICATION OF APPLICANT

I understand that all information provided herein is subject to verification, and is true to the best of my knowledge. Please sign and return this page with your application materials.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Last 6 Digits of Social Security Number)

\_\_\_\_\_  
(Telephone Number)

\_\_\_\_\_  
(Date)

ATTACHMENT NO. 1 – GENERAL INFORMATION



Have you always wanted to help animals as a career? This is your opportunity! Oakland Animal Service's has openings for Animal Control Officers.

**Come learn about being an Oakland Animal Control Officer:**

**WHEN: Wednesday, May 4<sup>th</sup> from 11am-noon OR  
Saturday, May 7<sup>th</sup> from 6-7pm**

**LOCATION: Oakland Animal Services  
1101 29<sup>th</sup> Ave, Oakland, CA 94601**

**All qualified applicants who have filed a timely application are invited to participate in a tour of the Animal Shelter.**

**In this informational meeting, you will get a “behind the scenes” tour of Oakland Animal Shelter, hear about the important role of Animal Control Officers from the Director of Oakland Animal Services, and an opportunity to ask questions of current Animal Control Officers.**