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Animal Care Services Officer II

JOB CODE	JOB FAMILY	PROFILE
JCV402	**Animal Care Services**	**Animal Care Services Officer II**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$21.15 - $30.13**	**April 29, 2026**

The Animal Care Services Officer II enforces Bernalillo County ordinances and laws relating to animal care. Responds to animal complaints and performs a variety of animal care and community field services. Performs investigations and works with local law enforcement and other public service agencies. Interacts with the public daily and works towards resolving animal issues. Provides guidance and trains lower-level officers as assigned.

Job Description

DUTIES AND RESPONSIBILITIES

- Apply Bernalillo County Animal Code and New Mexico state laws pertaining to animals, Bernalillo County policy and procedures, and operational directives.
- Enforces applicable animal care laws. Impound, sick, injured, or aggressive domestic, livestock or wild animals.
- Investigates allegations of animal neglect and cruelty, animal bites, and permit requirements; removes and disposes of dead animals; quarantines bite animals.
- Works to reunite stray animals with their owners. May impound stray animals at risk.
- Identifies illness or injury and transports animals to be evaluated for treatment or euthanasia.
- Uses radio equipment and cell phones to communicate with dispatch and other staff, must use a variety of computer software and equipment to prepare investigative reports, daily log sheets, legal documents and other reports as required.
- Writes criminal complaints and appears and testifies in court.

- Addresses groups and organizations relating to animal care and community animal related issues and dispenses information.
- Uses specialized equipment for the purposes of animal care, capture, and containment.
- Safely operates a variety of animal care vehicles and equipment.
- Provides instruction, guidance, and leadership to lower-level officers through department approved training, and by setting an example of professionalism.
- Trains and monitors the work of assigned staff and oversee daily field services activities in the absence of the supervisor.
- Answers dispatch phone line and radio if requested in the absence of the dispatcher.
- Obtains information through interrogation, observation, and investigation.
- In certain roles, responsibilities may involve performing euthanasia tasks.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

MINIMUM QUALIFICATIONS

- High school diploma or GED.
- Four (4) years of experience performing animal care enforcement or maintenance, or training and Handling of livestock, domestic or wild animals or law enforcement to include one (1) year of experience of which must be as an animal care or control officer.

Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

ADDITIONAL REQUIREMENTS

Additional Description

This job profile is classified as **safety-sensitive**. Employees with safety-sensitive job profiles are subject to pre-employment, reasonable suspicion, post-accident, return-to-duty, and random drug & alcohol testing in accordance with the organization’s Drug and Alcohol Testing Policy.

Duties that require a **Commercial Driver’s License (CDL), firearm(s) use**, or are otherwise regulated under the **Federal Aviation Administration (FAA), Federal Motor Carrier Safety Administration (FMCSA), or the Omnibus Transportation Employee Testing Act**, are subject to all applicable federal drug and alcohol testing requirements. Employees in these federally regulated positions must comply with all DOT testing procedures, including enrollment in a DOT-compliant random testing pool.

- Individuals performing euthanasia are required to hold a valid license as a Euthanasia Technician issued by the State of New Mexico Board of Veterinary Medicine.
- Prior to performing euthanasia tasks, approval from the Director of Animal Care must be obtained.

PREFERENCES

- Experience in animal services, law enforcement, or veterinary field.

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver's license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.
- Employee must wear uniform, badge, and ballistic vest.
- Must be able to work weekends, holidays, on call and other shifts.
- Must be public service oriented and have strong skills and abilities in a wide variety of areas including communication, critical thinking and problem solving.
- Successful and satisfactory completion of Level I cruelty investigations training through LETI, Code 3 associates, or equivalent approved by the Director.
- Successful and satisfactory completion of NACA ACO I and NACA ACO II certification administered by the National Animal Care and Control Association, or equivalent certification approved by the Director.

WORKING CONDITIONS

- Duties are performed essentially outdoors, and in a county vehicle.
- Indoor duties are performed in a temperature-controlled environment.
- Outdoor duties are performed on surfaces that may be even or uneven, wet, or dry, in extreme heat or cold. Stairs may be required in performing indoor or outdoor duties. Outdoor duties may be performed on natural ground, asphalt, concrete, snow, ice, or mud.
- Work hazards or potential work hazards include use of vehicles, stairs, exposure to extreme weather conditions, driving in adverse weather conditions, and exposure to dangerous animals, animal bites, and potential exposure to contagious or deadly diseases. 5. Workers will be exposed to potentially dangerous or aggressive domestic animals, wild animals, rabid and/or plague-ridden animals. May assist law enforcement officers on crime scenes that can include deceased individuals.

- Worker performs duties alone or as part of a select team. Many duties are performed without the assistance of direct supervision.
- Workers communicate by cell phone or radio when performing duties away from office.
- Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, weather, temperature and noise extremes, hazardous materials, traffic hazards, bright/dim lights, toxic agents, animal/wildlife attacks, animal/human bites, explosives, disease, pathogenic substances, or rude/irate citizens.
- Ability to lift large animals (50+ pounds) up to a height of 48".
- Physical ability to pursue animals across many types of terrain and in weather extremes.

EQUIPMENT, TOOLS, AND MATERIALS

- Workers may use net, rope, leash, animal capture device, snake hooks or tongs, humane traps, halters, horse trailer, camera, or other relevant equipment in the performance of essential duties.
- Workers wear a uniform, ballistic vest and badge while performing essential duties.
- Worker handles a variety of forms and paperwork, writing utensils, and other basic office supplies while making daily reports.
- Worker handles a wide variety of domestic, livestock and wild animals.
- Workers utilize personal protective equipment in the performance of duties.
- Ability to work on a computer and learn industry related software.