



Position Description

POSITION: Animal Services Officer

REPORTS TO: Manager, Animal Services

SUPERVISES: No direct reports

Under the direction of the Manager, Animal Services, the purpose of the Animal Services Officer position is to investigate and act upon all bylaw infractions related to animal control for the cities of Kitchener and Waterloo, Stratford-Perth, and municipalities while adhering to operational policies and procedures of The Humane Society and to promote the mission statements and protocols that form part of the animal welfare mandate of The Humane Society. This position ensures the safety of the public and animals through the enforcement of bylaws regarding the control of domestic and wild animals.

PRINCIPLE ACCOUNTABILITIES:

- Investigates violations of animal-related bylaws/DOLA, taking appropriate actions
- Responsible for enforcing the dog licensing program
- Issues Provincial Offence Notices
- Impounds stray domestic animals and transports to the centre
- Responds to complaints of distressed, injured, or sick animals
- Responds to nuisance cat complaints, set/monitor/remove traps, place deterrents
- Provides expert handling to rescue and release wildlife safely
- Responds to locations to apprehend animals restricting access for emergency services
- Educates the public on responsible pet ownership
- Required to take witness statements, gather evidence and prepare court documents
- Keeps accurate, detailed notes on each case and prepares written reports for filing
- Completes detailed reports (e.g. animals picked up, violations issued etc.) on all incidents in computer system, daily log book, animal control forms, evidence books
- Required to appear and testify in court proceedings and appeal tribunals
- Patrols the City, operating The Humane Society vehicle or on foot
- Picks up deceased animals from public or private property
- Conducts routine inspections of kennels under the municipal by-laws
- Must assess and determine when the euthanasia of wildlife is necessary and subsequently perform euthanasia
- Regularly perform reception duties as required

- Occasionally required to assist in the tranquilization and euthanasia of shelter animals
- Completes daily vehicle circle checks and ensure assigned vehicle is serviced regularly
- Participates in special events (e.g. shelter tours, school talks, adoptathons) to present information
- Reports and investigates all incidents of injury requiring medical aid and or lost time or causing property damage
- Works in a safe manner and in compliance with the Occupational Health and Safety Act and its regulations
- Follows policies and procedures set out by The Humane Society and reports all incidents immediately to his/her Supervisor or Manager
- Liaises, and develops and maintains strong and harmonious connections, with associate organizations such as the the Police, Public Health, City Bylaw Enforcement and other Humane Societies & animal welfare groups
- Performs other duties as required to ensure a positive public image and to improve the function of this organization
- Recommends new ideas or changes to the Animal Control Department policies and procedures for review and approval by Manager
- Performs similar and related duties as assigned

In addition to the duties listed above, The Humane Society expects the following of each full and part time staff member: act as a role model within and outside the Centre; seek out opportunities for continuous professional development; perform duties as workload necessitates; maintain a positive and respectful attitude; communicate regularly with supervisor or manager about departmental issues; demonstrate efficient time management and prioritize workload; consistently report to work on time prepared to perform duties of the position; meet department productivity standards; participate in The Humane Society events as needed or required, and complete other duties as assigned.

The above statements are not intended to be an all-inclusive list of the duties and responsibilities of the position. Rather, they are intended only to describe the general nature of the job.

CORE COMPETENCIES:

- Authoritative/Professional
- Communicative especially with Public
- Cooperative/Team Worker
- Accountable and Dependable
- Results Oriented
- Physically Fit

POSITION REQUIREMENTS:

The following are general descriptions of some of the requirements necessary to carry out the duties and responsibilities of this position. The employee must have the following skills, among others:

- High School Diploma or equivalent
- Post-secondary education in Police Foundations or Law & Security, Veterinary Technology, Animal Health Technology; and preferred knowledge of Animal Welfare and husbandry practices would be an asset
- Valid Class “G” driver’s license
- Ability to provide and maintain a clean Motor Vehicle Drivers Abstract
- Ability to provide and maintain a clean Police Clearance Certificate
- Able to wear required personal and protective equipment
- Ability to build and foster effective relationships with Staff, Volunteers, Customers, Partners, Sponsors, Community Groups, etc.
- Interpersonal skills to deal with differing behaviors of the public or other contacts
- Must treat animals humanely, with compassion and concern both on and off the job
- Ability to function effectively under stressful and ambiguous circumstances, remain calm in situations of an emotional nature, resolve conflict and accept direction
- Organizational skills in order to meet time demands and multiple duties
- Ability to manage multiple and sometimes conflicting priorities and deliver timely results
- Able to work independently and as part of a team
- Proven investigative and report writing skills, verbal communication and presentation skills
- Expected to work extended hours or on call as needed
- May perform other duties such as Animal Care Attendant, or Reception
- Computer literacy – Microsoft Office, especially Excel, customized Humane Society programs and basic knowledge of typical office equipment

COMMITMENT:

- Full-time, 40 hours weekly
- Able to work variable shifts, including on-call shifts (meeting the accepted response time as stated in the city contract), weekends and statutory holidays
- Able to attend to work-related matters that occur after regularly scheduled work hours
- Demonstrated regular and consistent attendance and punctuality

VALUES:

The Animal Services Officer must demonstrate the ability to work effectively with others (board members, staff, volunteers, donors, partners, clients, suppliers etc...) by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress, timetables and issues; and, addressing problems and issues constructively to find mutually acceptable and practical business solutions.