

Peninsula Humane Society & SPCA

Animal Rescue & Control Investigator

Job Title: Animal Rescue & Control Investigator
Division: Animal Rescue & Control
Reports To: Animal Rescue & Control Director and Senior Manager
FLSA Status: Non-exempt/Non-Union/Full Time
Salary: \$21.15 - \$23.56 per hour (DOE)
Excellent Benefits Package Available

SUMMARY: Investigate complaints and/or reports of animal bites and attacks including Dangerous/Vicious Animal incidents. Prepare reports and case files for administrative hearings and provide testimony as required. Respond to all types of field service calls as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Investigate complaints of Dangerous or Vicious Animals or Dangerous Animal Permit violations received by phone, e-mail, in person or by other means. This includes collecting statements and other evidence surrounding these incidents.

Review case information for Dangerous Animals, Potentially Dangerous Animals, or similar designations being relocated to San Mateo County to determine if the animal meets the new San Mateo County jurisdiction's definition of a Dangerous Animal.

Follow up with Animal Bite Reports that indicate the circumstances of the bite may initiate a potential Dangerous or Vicious Animal investigation. This includes placing animals in and out of a rabies observation quarantine.

Collect evidence during the investigation including, but not limited to, witness statements, medical reports, veterinary reports, photographs, or videos.

Enter case information, including follow-up actions, into Chameleon.

Photograph and assist with veterinary exams and necropsies.

Document all aspects of the investigation including issuing warnings or other corrective action taken in cases that involve animals not designated as Dangerous or Vicious.

Issue Notification of Dangerous or Vicious Animal. Accept requests for Dangerous or Vicious Animal administrative hearings. Participate in administrative hearings as appropriate.

Impound Dangerous or Vicious Animals as required by local Ordinance.

Prepare and execute warrants pertaining to Dangerous or Vicious Animal violations as appropriate. Work with a City Attorney or District Attorney as necessary.

Properly log and update case status on the weekly snapshot.

Maintain Dangerous and Vicious Animal list and case files. Ensure Dangerous Animals are in compliance of all permit requirements and take corrective action as needed.

Train department staff on aspects of potential Dangerous and Vicious Animal cases they might encounter in the course of performing their job. Establish processes and expectations for department staff to report these situations to the Animal Control Investigator.

Input and follow-up with monthly Dangerous Animal Permit renewals.

Log and submit all Dangerous Animal Permit invoices to San Mateo County.

Prepare statistical data as it relates to Dangerous or Vicious Animal investigations.

Assist law enforcement agencies as necessary.

Maintain a daily activity report.

Provide humane care for all animals in the Society's care.

Work closely with other PHS/SPCA departments as needed.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must be able to pass a criminal background check upon hire. Must be highly motivated toward the welfare and humane treatment of all animals. Able to work effectively without close supervision. Perform the job in a professional manner and work effectively under pressure.

Education and/or Experience:

High School diploma (or equivalent) and at least 18 years of age. Must have previous customer service experience. Prior experience (volunteering and/or professionally) working with animals is highly desirable.

Language Skills:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, volunteers, and other employees of the organization. Excellent oral and written communication skills. Must have the ability to work well and communicate effectively with the public, fellow employees and volunteers.

Mathematical Skills:

Ability to add and subtract, multiply and divide. Ability to perform these operations using units, weight measurement, and volume.

Reasoning Ability:

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations. Must show maturity and good judgment.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Chameleon database software or become proficient within the first six months from hire date. Basic knowledge, or become proficient, with Microsoft Office Suite, computer keyboarding skills (30WPM), and data entry.

Certificates, Licenses, Registrations:

Must become certified to perform euthanasia by injection according to California state regulations and trained in decapitations for required rabies testing. Valid California Driver's License with a clean record to be insured with PHS/SPCA insurance. Must successfully complete a course in 832 PC (law enforcement course) within one year of employment as an investigator.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is regularly required to stand, walk, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl. The employee is occasionally required to sit and/or drive. The employee must frequently lift and/or move up to 50-75 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to zoonotic disease, aggressive/feral animals and toxic or caustic chemicals, possible hostile public, operation of vehicle under all types of weather/road conditions. Must be available to work irregular hours, shifts, weekends, holidays and standby. The noise level in the work environment is usually moderate to loud.

We are an Equal Opportunity Employer and welcome a diverse pool of applicants.
EOE/M/F/D/V/SO