Peninsula Humane Society & SPCA
Animal Control Officer

Job Title:	Animal Control Officer
Division:	Animal Rescue & Control
Reports To:	Animal Rescue & Control Director and Senior Manager
FLSA Status:	Non-exempt, Full Time, Union
Salary:	$30 - $34 per hour, depending on experience

Excellent Benefits Package Available

SUMMARY: Promote a humane attitude towards the care and treatment of animals by education and example. Answer questions and provide guidance to the public regarding animal related matters including welfare issues, state and local ordinances, rabies observation quarantines, and other animal related issues. This position is represented by Union Local 856.

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

Respond to stray domestic animals that may be sick, injured, aggressive, loose, confined, or in traffic. Ensure that the animal is returned to its owner, transported to the shelter, or taken to receive medical attention as appropriate.

Humanely capture sick, injured, or orphaned wildlife. Transport wildlife to the PHS/SPCA Wildlife Department or provide euthanasia in the field as directed by policy.

Perform basic and more advanced technical rescues of animals in distress.

Utilize tact, self-restraint, judgement, and strategy in dealing with a wide variety of people. Analyze situations and apply established procedures and good judgement to address a wide variety of challenges.

Investigate complaints of local municipal code or state law violations and follow-up as needed by documenting the complaint, issuing warnings, and/or making enforcements such as citations.

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.

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

Write clear and concise reports.

Photograph and assist with veterinary exams and necropsies.

Follow up with Animal Bite Reports by placing animals in and out of a rabies observation quarantine. When applicable, deliver specimens to the San Mateo County Public Health Laboratory for rabies testing.

Remove deceased animals in a professional and compassionate manner.

Educate and answer inquiries from the public regarding animal welfare issues and animal related concerns in a matter reflective of the Peninsula Humane Society & SPCA's policies and standards.

Assist law enforcement agencies and fire departments as necessary. This may include assisting in the execution of search warrants, impounding owned animals if the owner is unable to care for their animal(s) due to hospitalization or arrest, or assisting in the assessment and/or capture of animals that could pose a threat to public safety.

Attend scheduled administrative hearings and court dates to provide testimony as required.

Prepare and maintain detailed and accurate reports daily including but not limited to Chameleon memos, the completion of forms, and investigation or supplemental reports.

Operate and receive calls via a two-way radio using proper radio codes and etiquette.

Driving a PHS/SPCA vehicle. Abide by all traffic laws and use safe driving practices while maintaining a PHS/SPCA vehicle in a clean and fully stocked manner.

Maintain a daily activity report.

Participation at educational or community outreach events may be required.

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. The individual must also possess the ability to manage the emotional aspect of end-of-life services and humane euthanasia, and support staff in high-emotion circumstances. Must have a flexible schedule and the ability to work irregular hours including nights, weekends, holidays and standby as needed. 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 Animal Control Officer.

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. The noise level in the work environment is usually moderate to loud. This position has designated start times due to time-sensitive duties, opening the shelter, offering services, etc.

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