



pasadena humane society & spca

## **Animal Control Officer**

**FSLA Classification**

**Full-Time, Non-Exempt, Tier 6b**

**REPORTS TO:** Director of Field Services

**DIVISION:** Operations

**DEPARTMENT:** Field Services

**PROGRAM:** Animal Control

### **JOB DESCRIPTION**

#### **SUMMARY/OBJECTIVE:**

Provide residents in the community with support to ensure responsible ownership and care of pets. Position includes educating the public, enforcing animal ordinances and animal rescue.

**SUPERVISORY RESPONSIBILITY:** None.

#### **JOB DUTIES AND RESPONSIBILITIES:**

- Educate the public regarding responsible pet ownership and proactively promote PHS programs and services.
- Have knowledge of animal ordinances and patrol city streets for animal-related violations of law, issue warnings, and citations as warranted.
- Rescue and impound stray and lost animals, impound deceased animals, assist with programs that create a safe and healthy community for people and animals.
- Investigate animal cruelty situations and rescue animals from dangerous places and/or situations.
- Answer busy telephones and perform the duties of Radio Dispatcher as needed.
- Assist PHS with proactive programs that address community challenges and prevent animals from becoming homeless.
- Maintain accurate records for situations, investigations and animals impounded.
- Humanely handle, catch, restrain, confine and transport animals using special equipment, methods and techniques. Ensure cleanliness of vehicles.
- Identifies animal care, behavior and medical challenges of rescued animals and communicates them to the appropriate party as well as documenting in the computer system.
- 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 community challenges.

- Promotes a positive relationship with the general public, volunteers, and staff, while promoting the organization's programs, policies, and philosophies. Address customer complaints and ensure a high quality of customer service is given.
- Assure a safe working environment and actively participates in PHS safety programs.
- Take care of and follow applicable laws with PHS issued equipment, including vehicles, radios and animal care/control equipment.
- If assigned and trained, may be required to use chemical immobilization and equipment.
- Write clear and concise reports. Testify at court proceedings as assigned.
- Assist with license sales and acceptance of donations in the field.
- Participate as needed in special department projects.
- Represent PHS at outside meetings, liaison with other organizations and contractors/partners as needed. Make presentations and speak publically on PHS, as assigned
- Perform other duties as assigned.

## **REQUIREMENTS AND QUALIFICATIONS**

- Must interact positively with supervisor, management, coworkers, volunteers, and the public to promote a team effort and maintain a positive and professional approach.
- Must come to work regularly and on time, follow directions, take criticism, get along with coworkers and supervisors, treat coworkers, supervisory staff, members and guests with respect, courtesy, and refrain from abusive, insubordinate and/or violent behavior.
- Must participate in Mandatory All Staff Meeting every third Thursday of the month.
- Must be able to work independently with minimal supervision.
- Must be willing to attend trainings as assigned.

## **SKILLS**

- Must possess the knowledge and manual dexterity to operate a computer terminal.
- Understand and follow verbal and written instructions, department policies, rules, laws and regulations
- Ability to write clear and accurate reports in a timely manner.
- Operate a large motor vehicle.
- Must possess the physical ability to climb, walk, run, and lift, drag and carry up to 40 lbs., with occasional need to carry up to 100 lbs.
- Bilingual a plus.

## **QUALIFICATIONS**

- Must be at least 18 years old.
- Graduation from high school [or GED or Proficiency Certificate].
- Must possess a valid Class C California Drivers License with a good driving record as a condition of employment.
- Must be a U.S. citizen or a permanent legal resident.

- A conviction of any felony offense is cause for disqualification from employment. Certain misdemeanors or other than an honorable military discharge may be cause for disqualification. If hired, must successfully complete a P.O.S.T. Certified P.C. 832 Level-3 Course as a condition of continued employment.

#### **WORK SCHEDULE**

- Must be able to work days, nights, weekends, holidays, overtime as needed and be on-call.

#### **WORKING CONDITIONS**

- Fast-paced work environment; indoors, outdoors and during all types of weather; daily exposure to animals (domestic and wildlife).

PHS prohibits discrimination against or harassment of any person employed by or seeking employment with PHS because of race, creed, religion, color, or national origin or because of age, physical or mental disability, marital status, or sex when the reasonable demands of the position do not require an age, physical or mental disability, marital status, or sex distinction. Federal law requires proof of citizenship or "alien right-to-work" status.