



pasadena humane society & spca

Animal Control Officer

FLSA Classification
Full-Time, Non-Exempt

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, judgment, and strategy in dealing with a wide variety of people. Analyze situations and apply established procedures and good judgment to address community challenges.
- 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.



pasadena humane society & spca

- Write clear and concise reports. Testify at court proceedings as assigned.
- Assist with license sales and acceptance of donations in the field.
- Ensure a positive, educational approach to customer service with a goal of educating the public and keeping animals in homes as appropriate. Promote positive relations with the general public, volunteers and staff while promoting the Society's programs, policies and philosophies. Address customer complaints.
- Uphold Pasadena Humane Society's mission and contribute to building a culture of philanthropy.
- Ensure a safe working environment and actively participate in PHS safety programs.
- Participate as needed in special department projects.
- Work as a team member with other departmental managers.
- Represent PHS at outside meetings, liaison with other organizations and contractors/partners as needed. Make presentations and speak publically on PHS.
- 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 be able to work independently with minimal supervision.
- Must be willing to attend trainings as assigned.
- Must have valid driver's license with a satisfactory driving record.

SKILLS AND QUALIFICATIONS

- 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.
- Bilingual a plus.
- Must be at least 18 years old.
- Graduation from high school (or GED or Proficiency Certificate).
- 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.
- Proficient in computer applications, including the shelter system, Microsoft suite and email.



pasadena humane society & spca

- Strong sense of professional judgment and ability to maintain confidentiality.

WORK SCHEDULE

- Must come to work regularly and on time. Must be available for early hours. Must be able to work early hours according to the needs of the department schedule: includes weekends and holidays. Must be able to work days, nights, weekends, holidays, overtime as needed and be on-call.

WORKING CONDITIONS

- Fast-paced environment. Employees are exposed to numerous animals (live and deceased), including those with uncertain dispositions. They are required to act in a safe and responsible manner.
- 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.
- While performing the duties of this job, the employee is frequently required to stand; walk; run; sit; use hands to finger, handle or feel; reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl; talk or hear and taste or smell. The employee must occasionally lift and/or move up to 100 pounds. Vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

The Pasadena Humane Society and SPCA is an Equal Opportunity Employer. It is our policy not to engage in discrimination against any individual, or harassment of any person seeking employment with our organization on the basis of race, color, national origin, religion, sex, gender identity, pregnancy, physical or mental disability, medical condition, ancestry, marital status, age, sexual orientation, citizenship, genetic information or status as a covered veteran including those with criminal histories, in a manner consistent with the requirements of applicable state and local laws. This policy applies to all employment practices, including recruitment, selection, promotion, transfer, merit increase, salary, training and development, demotion, and separation. This policy is intended to be consistent with the provisions of applicable State and Federal laws. Federal law requires proof of citizenship or "alien right-to-work" status. PHS maintains a drug-free workplace and performs pre-employment substance abuse testing.