

Position Title: **Animal Control Officer**

Work Relationship: Reports directly to Council, but takes direction in terms of priorities from the CAO/Clerk-Treasurer during the normal course of his/her work.

MAJOR RESPONSIBILITIES:

Major responsibilities are those that the individual who holds the position must be able to perform unaided or with the assistance of reasonable accommodation. For the safety and convenience of the public, administers municipal policy and procedures relating to animal control, specifically dogs, as required. Is appointed a By-Law Enforcement Officer, for the purposes of enforcing the municipal animal control by-law.

1. Program/Service:

- a) Performs the responsibilities of the position within the legislative and regulatory standards set out in applicable legislation. Administers municipal policies and procedures and ensures consistent enforcement of municipal by-laws and other applicable legislation in relation to animal control, specifically as it relates to dogs.
- b) Prepares monthly occurrence reports that describe specific activities, progress and problems related to animal control activity in the municipality.
- c) Conducts call-outs in response to contact by the CAO/Clerk-Treasurer or his/her designate, or a member of council.
- d) Responds to public complaints relating to animals.
- e) Responds to requests for information by the general public explaining the intent and content of the municipal animal control by-law.
- f) Responds to reports of animal control by-law violations and conducts thorough investigations, including interviewing involved citizens.
- g) Captures dogs as required and transports them to the local animal shelter.
- h) Ensures prompt follow-up on recorded dog bites and suspected cases of rabies with local veterinarians and public health officials.
- i) Follows all applicable safety rules and regulations.
- j) Protects confidential information by preventing unauthorized release, both verbal and/or in writing.
- k) Analyze situations quickly and objectively, and recognize actual and potentially dangerous situations, and determine the proper course of action.
- l) Essential that individual is able to work independently and can prioritize tasks and make sound decisions.
- m) Other duties as assigned.

2. Qualifications:

- a) Good working knowledge of legislation, municipal by-laws and policies relating to animal control.
- b) Good knowledge of behaviour and humane care of dogs.
- c) Excellent knowledge and understanding of the health and safety issues inherent in working with dogs.

- d) Good administrative ability to maintain records and compile reports as necessary.
- e) Strong communication and public relations skills to deal with the general public.
- f) Excellent physical condition to accommodate the capturing and transportation of dogs.
- g) Must have a valid driver's licence and have consistent access to a reliable vehicle.

3. Human Resources:

- a) Work is performed in consultation with the CAO/Clerk-Treasurer or his/her designate, or with council.
- b) Access available to necessary legislation.
- c) Not responsible for supervising or directing the work of others.

4. Skill and Effort:

- a) Good knowledge of legislation and municipal policies relating to animal control, specifically as it relates to dogs.
- b) Knowledge of the behaviour and care of dogs.
- c) Good administrative ability to maintain records and compile reports.
- d) Strong communication and public relations skills to relate to the public.
- e) Problem solving skills.
- f) Ability to stay calm and act rationally in emergency situations.
- g) Communicate clearly and concisely, both orally and in writing.
- h) Maintain composure under adverse conditions.
- i) Analyze situations quickly and objectively, and recognize actual and potentially dangerous situations, and determine the proper course of action.
- j) Willing to take courses and training as required.

5. Physical Skill and Effort:

- a) Require excellent physical condition to capture and transport dogs pursuant to the requirements of the municipality.
- b) Require extensive knowledge of how to deal with vicious and/or aggressive dogs.

6. Judgement is exercised in:

- a) Ensuring that levels of service established by council are adhered to and that service is provided in a manner that ensures the well-being of the animals, and the safety and protection of the worker and others.
- b) Deciding whether or not to take action relating to dog issues.
- c) Providing assistance and information to police and public health officials relating to dog bites, suspected rabies cases and other matters that may require contact with external personnel/agencies.
- d) Providing services in compliance with municipal policies and applicable legislation.

7. Interpersonal Skills/Contacts:

- a) Excellent interpersonal skills to deal with the general public, supervisory staff and Council.

Internal:

- a) With Council.
- b) With Chief Administrative Officer.
- c) With other Municipal Employees.

External:

- a) With the general public to provide information and deal with various dog control situations.
- b) With police or other agencies to provide information regarding bites, rabies, etc.

8 . Working Conditions:

- a) Spends a great deal of time outdoors in all weather conditions.
- b) Possibility of being injured or bitten by dogs.
- c) Protects own health and health of others by following all applicable safety rules and regulations, and by adopting safe work practices.

9. Control Over Work Schedule:

- a) Work is completed as necessary, and may occur at any time, including week ends and holidays.
- b) Infrequently may be required to respond to emergency situations.

The foregoing description reflects the general duties necessary to describe the principal function of the job identified and shall not be construed to be all of the work requirements that may be inherent in the classification.