

Job Description

Job Title: Field Services Officer I
Department: Field Services
Job Code: Non-Exempt
Reports To: Field Services Director
Job Status: Full-Time
Revision Date: February 23, 2017

Essential Duties

Enforces appropriate local and state laws and ordinances concerning but not limited to the care and treatment, vicious and dangerous dogs, running –at-large, barking, kenneling, licensing and impounding of animals. Conducts investigations and inspections, issues citations and warnings, and records daily activities. Educates the public about relevant animal regulations and humane animal care. Prepares, presents and participates in cases for hearings and/or court appearances as necessary. Receives calls from the public concerning alleged animal control and/or cruelty violations, rescues, animal pick-up, bite investigations, etc. Performs the functions of dispatching officers, maintains records and submits reports.

Tasks and Responsibilities

- Routinely patrols designated areas and enforces local animal ordinances and state animal laws. Responds to dispatched calls in priority order and determines appropriate action.
- Apprehends and confines stray, injured, and nuisance domestic and wild animals in the most safe, humane and approved manner possible. Administers emergency first aid. Euthanizes animals if necessary and permitted. Transports animals to sheltering facility and/or veterinary clinic. Prepares animals for rabies testing. Properly disposes of deceased animals.
- Conducts general investigations of animal related problems such as barking dog complaints, livestock kills and possible cruelty situations. Prepares written investigative reports that may be introduced into court as legal evidence.
- Transports severely injured or ill animals to emergency veterinary hospital when on-site veterinary shelter staff are unavailable. Works in cooperation with shelter contract veterinarian and other veterinary experts during the resolution of court cases.
- Engages in public outreach and participates in public events as directed. Promotes the positive image of Field Services Officers in the community. Distributes pet food, spay/neuter information, and other supplies to pet owners in need.
- Assists pet owners to prevent animal surrender due to lack of resources. Engages in creative solutions to support pet owners in following ordinance.
- Arbitrates disputes if possible. Issues warnings, citations and arrest warrants when necessary. Appears for scheduled court dates and hearings, and testifies regarding civil infractions, custody cases and cruelty charges. Coordinates efforts with other community professionals such as police officers, court officials and veterinarians.
- Assists callers with information regarding situations such as nuisance or trapped animals and answers questions about animal control policies and laws. Provides public education while in the field regarding responsible pet ownership, animal laws, and ordinances.
- Responds to night emergency call on a rotating basis; assists fellow officers as requested and/or necessary; works overtime as requested and/or to complete regular duties.
- Performs the duties and responsibilities of dispatcher on a rotational basis as assigned.
- Cleans and inspects department vehicle and equipment daily and reports problems. Performs vehicle maintenance and related task as necessary.
- Assists in shelter cleaning, and with the care and euthanasia of impounded animals when necessary.
- Makes humane euthanasia decision regarding animals brought in after hours that are sick/injured in accordance with existing SOP.
- Follows safety procedures, utilizes safety equipment, and monitors work environment to ensure safety of employees and other individuals.
- Performs general clerical tasks, provides backup coverage to other officers and dispatch as needed, participates in meetings and special assignments as directed.
- Other duties, tasks, assignments and/or responsibilities as assigned

Qualifications

- Basic knowledge, skills and abilities including: animal health and well-being, breed, species, sex and age, care of wild and domestic animals, animal and zoonotic diseases.
- Basic knowledge of law enforcement techniques, principals and practices. Ability to learn local and state animal laws and court procedures. Ability to recognize signs of animal neglect, abuse and cruelty.
- Ability to attend job related training and satisfactorily complete such training including, but not limited to, euthanasia methods and techniques; humane animal capture and humane restraint methods; and interpreting animal body language.
- Satisfactory communication skills, both oral and written, with animal owners, veterinarians, law enforcement officers, prosecutors, attorneys, other citizens, at hearings, public events, etc.
- Must be at least 21 years of age, possess high school diploma or GED, valid driving license with clean record and be able to successfully pass a criminal background evaluation.
- Ability to lift 50 – 100 pounds, work with all species, and have the physical ability to climb & maintain balance, stoop, crawl, jump, crouch, and reach overhead.
- Ability to operate and control the actions of equipment, machinery, tools and/or materials relevant to the job duties.
- Ability to work all shifts, on-call and overtime.

Preferred Qualifications:

- One year experience in Animal Sheltering, Animal Control or Humane Investigations.
- One year experience in general Law Enforcement.
- Euthanasia certified.

Working Conditions

Work environment may have regular exposure to adverse environmental conditions, such as zoonotic disease, parasites, dirt, dust, pollen, odors, humidity, rain, fumes, temperature and noise extremes, pathogenic substances, animal attacks or animal bites. The noise level in the work environment can be very loud. Occasional lifting of up to 50 pounds with reasonable accommodation. Standing on feet for 8 – 10 hours per day. Computer usage.

Employment Disclaimer: This job description is not a contract. Management reserves the right to change its contents at any time. The HSWC complies with guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, disability, or status as a disabled veteran or veteran of the Vietnam era. This organization is an Equal Opportunity Employer. The Humane Society of Washington County is an at-will employer.