

**Humane Society of Washington County
13011 Maugansville Road
Hagerstown, MD 21740**

Job Description

Job Title: Field Services Director
Department: Field Services
Job Code: Exempt
Reports To: Executive Director
Job Status: Full-Time
Salary: \$55,000 - \$65,000 based on qualifications and experience
Revision Date: November 27, 2024

Essential Duties

Directs staff and activities related to all Field Services functions including but not limited to enforcement of the Washington County Animal Control Ordinance and Maryland animal cruelty laws; warnings, citations, inspections, search and seizure warrants and investigations; court and/or Animal Control Authority hearing appearances. Communicates with local law enforcement on animal related issues. Effectively communicates information pertaining to case animals with relevant departments and staff. Oversees humane capture and handling of all species; public education about humane animal care and relevant animal regulations; interaction with citizens and other agencies; emergency responses; vehicle and equipment maintenance; staff training and performance reviews. Prepares reports and budgets as required.

Tasks and Responsibilities

- Supervises and schedules all Field Services personnel.
- Supervises and participates in investigations of animal control related complaints and neglect or cruelty complaints. Arbitrates disputes if possible.
- Ensures that issuance of warnings, citations and arrest warrants comply with authority and legal requirements. Reviews written investigative reports that are introduced as legal court evidence. Ensures that Officers appear for scheduled court dates and testify in a professional and factual manner.
- Provides public information regarding responsible pet ownership and animal laws and ordinances. Actively seeks solutions in support of pet retention.
- Coordinates efforts with other community professionals such as law enforcement officers, court officials, county officials, and veterinarians to complete assigned tasks.
- Responds to and participates in the activities of a Field Service Officer as deemed necessary. Supervises and participates as necessary in the capture, transportation, veterinary treatment, and impoundment of domestic animals and wildlife in the most safe, humane and practical manner possible. Euthanizes animals if necessary and authorized.
- Prepares rabies suspect animals for rabies testing. Properly disposes of dead animals.
- Ensures that all Field Services vehicles are adequately stocked with the equipment necessary to perform field activities; adheres to maintenance schedules, required licensing and registration, and safe operating practices.
- Maintains inspection files of licensed kennels and pet stores.
- Follows safety procedures, utilizes safety equipment, and monitors work environment to ensure safety of employees and other individuals.
- Develops written standard operating procedures and plans; collaborates effectively with other personnel and departments on implementation of systems.
- Effectively communicates relevant case information and requirements associated with case animals to shelter staff.
- Tracks statistics, compiles reports, and develops/maintains budget for department.
- Works in collaboration with Executive Director to ensure that HSWC is upholding responsibilities as outlined in agreement with County for animal control services.
- Performs general clerical tasks, provides backup coverage to other officers and dispatch as needed, participates in meetings and special assignments as directed.
- Ensures that all officers are adequately trained in areas pertinent to their job requirements and state requirements.
- Responds to night/weekend emergency calls to assist officers as necessary and/or during staff vacancies.
- Participates in public events and HSWC events as directed.
- Other duties as assigned.

Qualifications

- A minimum of three years of experience in Animal Control, Humane Investigations, or Law Enforcement required.

- At least two years supervisory experience required.
- High School Diploma or GED required. Associates degree in Criminal Justice or related field preferred.
- Completion of NACA Animal Cruelty and Investigation Training Modules preferred.
- Demonstrated knowledge of care of domestic animals; zoonotic diseases; determination of animal breed, species, sex and age; recognition of signs of animal neglect, abuse and cruelty; acceptable euthanasia methods and techniques.
- Knowledge of local and state animal laws and of court procedures, as well as law enforcement techniques, principals and practices.
- Skill in humane animal capture and humane restraint methods and the ability to interpret animal body language.
- Ability to maintain effective working relationships with other community professionals.
- Strong communication skills, both oral and written.
- Ability to operate and control the actions of equipment, machinery, tools and/or materials relevant to the job duties.
- Ability to attend job related training and satisfactorily complete such training.
- Willingness to become certified in euthanasia within first year of employment.
- Must be at least 18 years of age, valid driving license with clean driving record and be able to successfully pass a criminal background evaluation.

Leadership Responsibilities

- As a member of the Management Team, lead agency staff and volunteers to a high standard of performance. Works in collaboration with Executive Director, Development Director, Medical Director, and Director of Animal Initiatives. Makes decisions on behalf of the agency in regard to animal program management, volunteers, customer relations, and budget administration.
- Maintains professional standards of conduct both in and out of the shelter.
- Collaborative and engaged in developing new ideas with staff to work towards the organization's overall strategic goals.
- Communicates in an effective and professional manner with the public, law enforcement, government officials, and all HSWC staff, volunteers, and donors.
- Maintains impeccably organized case files.
- Leads department by example, with a team mentality and positive attitude.
- Follows all written and verbally communicated HSWC Standard Operating Procedures.
- Provides support in the absence of staff.
- Attends all staff meetings and training sessions.
- Encourages the use of volunteers, the solicitation of monetary and the use of in-kind donations whenever possible.
- Is on call to the shelter and responds to emergencies seven days a week, 24 hours a day.

Working Conditions

Work environment may have regular exposure to adverse environmental conditions, such as zoonotic disease, parasites, excrement, 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. Required to live within 30 minutes of Facility and have capacity to regularly participate in emergency s rotation schedule that includes weekends and nights.

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.