



Job Description

Effective August 21, 2015

Job Title: **Animal Services Officer**
Job Classification: Full time hourly, non-exempt
Job Relationships: Reports to Animal Services Truck Supervisor
Job Summary: Provide animal services to the community, education regarding responsible pet ownership, enforcement of local ordinances and state law and first line protection to animals in need.
Salary: \$10.50 training, \$13.00 commissioned officer.

Job Duties

1. Animal Welfare

- Routinely patrol assigned areas, respond to dispatched calls in priority order, and determine appropriate action.
- Enforce local ordinances and state laws concerning the care, use, treatment, selling, licensing and impounding of animals.
- Conduct investigations or inspections and issues warnings or citations to the public when necessary.
- Arbitrate disputes if possible.
- Court related issues – As scheduled or subpoenaed to appear, present case information relating charges to the state laws or local ordinances, testify regarding civil infractions, custody hearings or cruelty charges.
- Work with other departments to ensure humane treatment and maximum adoption efforts.
- Carry out all duties with humanity and professionalism compliant with Center policies and standards

2. Animal Care

- Apprehend, confine, and transport stray, injured, and abandoned animals to the Center in the most safe, humane and effective manner possible.
- Responsible for admitting animals to the facility. This includes the gathering of information concerning the animal, completing appropriate documentation/releases, assigning an identification number, and placing the animal in the intake area for processing.
- Assist in cleaning and maintenance of the intake area and companion care when necessary.
- Perform euthanasia as required

3. Community Outreach

- Educate the public regarding animal protection, responsible pet ownership, and animal care and welfare.
- Assist callers with information regarding situations involving animal care and welfare as well as Center policies and local and state laws
- Assist citizens who are seeking lost pets or are interested in adopting. Respond to questions about specific animals and Center policies.

4. Center Operations

- Inspect and clean department vehicles and equipment daily and report problems.
- Inspect animal related businesses to issue operation permits.
- Maintain accurate Center records and reports.
- Responsible for collecting fees and completing necessary forms and receipts associated with incoming animals, adoptions, citations, sale of licenses, etc.

5. Other duties as assigned by the Animal Services Truck supervisor.

Qualifications/Requirements:

Education/Experience: College degree preferred. Proof of high school diploma is required. Experience in animal protection, investigation, management, administration, shelter operations, military service, law enforcement, criminal justice or public security are required related employment fields. Minimum two years working in an animal related field dealing with people/public.

Position requirements: The staff rotation schedule requires a willingness to work when needed to maintain call standards, to be an on call officer working weekends and nights plus the open availability to work over time when needed. McKamey requires a 30 minute or less travel/response time within Hamilton County for night emergency calls.

Knowledge and Skills:

- Strong interpersonal skills.
- Must be able to relate and confer with the Animal Services Truck Supervisor, Executive Director, fellow officers, managers, and associate staff in a positive and constructive way.
- Ability to make sound judgments and work independently and in a team setting in a fast-paced environment with demonstrated ability to juggle multiple competing tasks and demands.
- Exercise good judgment when dealing with the public and when making decisions in the absence of the Animal Services Truck Supervisor or Executive Director.
- Experience in time management, human relations, animal behavior and organization.
- Proven skills in: time management, information organization, attention to detail, effective record keeping, oral and written communication and computer knowledge.
- Ability to use sound judgment when dealing with confidential information.
- Support the mission of the McKamey Animal Care and Adoption Center and be able to professionally advocate the Center's position on issues.
- Knowledge of law enforcement techniques, principals and practices. Knowledge of and ability to learn local and state animal laws and procedures.
- Knowledge of animal health, care and welfare and ability to work with and handle animals.
- Knowledge of animal breeds and colors.
- Ability to recognize signs of animal neglect, abuse, and cruelty.
- Ability to operate and control the actions of equipment, machinery, tools, and/or materials relevant to job duties.
- Computer knowledge, experience with shelter software helpful. Basic computing skills (Microsoft Windows/Office environment).
- A "can do" team player attitude and a willingness to go the extra mile.
- Ability to show a self-confident attitude, maintain personal composure and effectively communicate knowledge of animal law in an often stressful and emotional work environment.

Other: Must be at least 21 years of age (required for insurance purposes); valid Tennessee Driver's License and insurable driving record; willing to perform euthanasia of animals and to become a certified euthanasia technician within 3 months of employment.

Work Environment: Outside community field work using a company truck and lap top computer, office setting with mobile or desk computer use up to 8 hours a day with regular breaks, exposure to high noise levels, zoonotic diseases, and bites/scratches/aggressiveness/attacks when handling animals; exposure to cleaning agents; exposure to all weather conditions when outdoors; sitting, bending, reaching, walking, running for up to 8 hours or more a day.

Physical Activities: Lifting animals of varied weights, occasionally lifting up to 100 pounds with assistance, potential for standing/walking/running up to 8 hours or more a day, scrubbing kennels and mopping, sitting at a desk, driving a truck, performing physical examinations on animals, providing animal restraint and handling syringes and needles.

The McKamey Animal Center conducts criminal background checks on all employees and requires drug/alcohol testing, current tetanus vaccination and an insurable driving record for all animal service officers.

McKamey Animal Center is an Equal Opportunity Employer

NOTE: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the position.

Created: KBJackson – 3-10-08
Revised: PCHurn – 8-21-15