



Animal Services Officer

Marin Humane is an equal opportunity, non-profit employer. Our mission is to transform lives through exceptional animal care, humane education, and advocacy. Every day, we inspire compassion and positive relationships between animals and people. Our Core Values are Dedication to Animals, Collaborative Spirit, Courage with Compassion, Pursuit of Learning, and Celebrating Differences.

SUMMARY: The Animal Services Officer responds to all animal-related calls, complaints, investigations and other animal-related activities throughout Marin. They are responsible for enforcing local and state laws concerning the care and control of animals both wild and domestic by professionally communicating with the public. They provide humane treatment of animals including euthanasia of wildlife that cannot be rehabilitated, and transportation of a variety of animal species throughout the County of Marin. He/she is accountable for accomplishing department goals, working collaboratively with internal and external stakeholders and supporting the mission, goals and philosophy of Marin Humane.

ACCOUNTABILITY: Field Services Supervisor

HOURS: Full-Time, 40 hrs/wk

SALARY: \$25.52/hr - \$28.35/hr – Non Exempt - .50/hr differential for bi-lingual candidates

Application filing deadline: Accepting internal and external applications until position is filled

To apply, please use the following link and create an applicant account to complete application:

<https://secure.saashr.com/ta/i.MHS.careers>

ESSENTIAL DUTIES AND RESPONSIBILITIES

ANIMAL CARE AND HANDLING

- Treat all animals humanely, properly and with compassion, including those that may be injured, wild or potentially dangerous
- Utilize humane animal handling techniques to contain and handle domestic animals that can be friendly, fearful, or aggressive
- Utilize humane animal handling techniques and appropriate equipment to contain, handle and assess wild animals
- Utilize humane animal handling techniques with captive exotic animals, horses, and livestock
- Provide safe handling and transportation to sick and injured animals
- Removal and disposal of deceased animals, both wild and domestic, in a professional and sensitive manner on public and private property
- Handle a wide variety of all animal species in various stages of decomposition
- Collect fees from the public for deceased animals on private property

ANIMAL LAW ENFORCEMENT

- Enforce all laws pertaining to animals including complaints about aggressive dogs, dog control, leash laws, licensing, neglect, cruelty, etc.
- Issue citations for local and state law violations
- Conduct regular patrols in vehicle and on foot throughout an assigned area for animals at large, returning them to their guardian or transporting them to our shelter

This job description reflects the assignment of essential functions, it does not prescribe or restrict the tasks that may be assigned. Marin Humane is an at-will employer.

- Testify and appear in court and administrative hearings when necessary
- Produce and maintain accurate case files, records and reports as required
- Create data file information on field contacts
- Investigate potentially dangerous and vicious animal cases and provide testimony when needed
- Provide investigative information and obtain search and arrest warrants when required
- Promote dog license sales and issue corrective notices
- Inspect commercial animal establishments, exhibits, dog hobbyists, and ranch dog permittees
- Prepare inspection reports for stables, kennels, groomers, catteries, pet stores, dogs hobbyists and ranch dog permits
- Monitor and prepare reports for exhibitors
- Promote dog license sales and issue corrective notices
- Conduct regular patrols throughout an assigned area for animals at large, returning them to their guardian or transporting them to our shelter
- Oversee complaint patrol system
- Regularly patrol designated complaint areas for offenders and educating the public and issuing citations when appropriate
- Capture dogs running loose

EMERGENCY RESCUE AND TRANSPORTATION

- Provide safe handling and transportation of sick and injured animals utilizing all types of roadways, including streets, highways, freeways and off-road terrain
- Conduct advanced animal rescues, utilizing specialized equipment, in open space and wilderness areas, inaccessible to motorized vehicles
- Provide emergency rescue and transportation of sick and injured animals and provide euthanasia to sick, injured and orphaned wild animals that cannot be rehabilitated
- Become certified to carry and use controlled substances
- Determine disposition of sick and injured wild animals and euthanize when necessary
- Determine when animals need to receive emergency veterinary care

GENERAL VEHICLE OVERSIGHT

- Clean, disinfect and restock vehicle and equipment to comply with sanitation and safety protocols
- Follow general protocols to promote clean appearance of vehicles both inside and out
- Follow sanitation and disease control protocols to prevent disease transmission

CUSTOMER SERVICE

- Understand, support, and articulate organization's policies and philosophies to the public in a positive and effective manner
- Promote and emulate exemplary customer service by providing courteous, prompt and responsive service to internal and external customers.
- Fosters teamwork, creativity and a work culture aligned with MHS mission and values.
- Provide educational talks to students, community groups and others on a variety of animal-related topics as assigned
- Answer a high volume of phone calls, including emergency calls, while remaining calm, courteous, professional and efficient as assigned
- Facilitate intake paperwork & support customers in preparation for euthanasia services as assigned
- Dispatch calls and provide support to other animal services officers as assigned
- Facilitate the process to provide microchips for animals as assigned

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- Gather details in order to complete detailed reports, pertaining to Rabies Control, Lost and Found & Animal Complaints as assigned
- Assist the licensing dept with issuing dog licenses as assigned

ANIMAL INTAKE

- Provide a cursory evaluation for incoming animals of all species, determine temperament for potential adoptability, safety concerns, etc as assigned
- Identify health/medical issues on intake animals and complete requests for veterinary examinations on applicable animals as assigned
- Complete data entry to facilitate & track animals within the shelter software program as assigned

SAFETY AND SECURITY

- Must be committed to a high standard of safety and be willing and able to comply with all safety laws and all of the employer's safety policies and rules
- Be proficient at reading animal body language and act accordingly towards fearful or aggressive animals
- Abide by the department's safety program and ensure timely compliance
- Abide by the Field euthanasia and chemical capture security protocols
- Follow sanitation and disease control protocols to prevent disease transmission

DESIRABLE QUALIFICATIONS: An ideal Candidate will possess the following knowledge, skills and abilities:

- Accumulated knowledge and compassion for domestic animals and wildlife
- Exemplary customer service skills
- Accumulated knowledge of California law as it applies to animal cruelty and neglect
- Accumulated knowledge of Marin County ordinance as they apply to animals
- Must be available to work irregular hours (including night and swing shifts), weekends, holidays, and overtime
- Good written and oral communication skills with emphasis on report writing
- Basic knowledge of Microsoft Office and computer keyboarding skills (data entry) are required
- Must be flexible and capable of working both independently and as a member of a team
- Ability to handle high-pressure situations and utilize good judgment
- Safely drive and operate equipment including vehicles with limited visibility and trailers
- Knowledge of Marin County roads and landmarks

Pre-employment physical and Background check, at the Marin Humane's expense
Possession of a valid California Drivers' License and proof of a clean driving record would be necessary.

EDUCATION AND EXPERIENCE: A typical way of gaining the necessary knowledge, skill and ability outlined above is: Possession of a valid California Drivers' license with proof of a good driving record. High School diploma or G.E.D. Completion of course on laws of arrest, search and seizure (832 PC) within six months of hire. Completion of Basic Animal Law Enforcement Academy within one year of hire. Completion of Advanced Animal Law Enforcement Academy within two years of hire. Completion of euthanasia training and the ability to become a certified euthanasia technician within six months of hire. Ability to pass background check. Training and certification to carry an asp baton and OC pepper spray. Ability to wear respiratory equipment. Training and certification to handle oiled wildlife when needed. Training and certification on the Incident Command System and National Incident Management System.

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PHYSICAL DEMANDS: 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee must occasionally lift, carry, push and/or pull up to 75 pounds and up to 100+ pounds, with assistance, from ground to table height for short distances
- While performing the duties of this job, the employee is regularly required to sit, stand, talk, hear and walk, including walking on uneven and/or slippery ground and surfaces
- The employee is regularly required to bend and twist at waist and with neck
- The employee is occasionally required to run, climb (including ladders and stairs), stoop, crouch, kneel, jump, or crawl, including going under, over and through barriers, such as fencing
- The employee is occasionally required to balance using knees, feet and toes
- The employee is occasionally required to reach, feel, grasp, handle, push and pull with hands and arms below and above shoulder level
- Operate motor vehicles and/or heavy equipment
- Specific vision abilities required by this job include close vision, peripheral vision, depth perception, ability to adjust focus and distinguish color
- This position involves a regular amount of repetitive motion of hands and wrists
- The employee should have no known allergies to animals or other substances that would prevent the employee from performing the essential duties as required

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is performed in a dynamic environment that requires the ability to be sensitive to change and responsive to changing goals, priorities, and needs.

- While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles and toxic or caustic chemicals.
- On occasion, the employee will be exposed to very unpleasant odors and gruesome sights.
- The noise level in the work environment can be loud.
- The work schedule will require working overtime, nightshift, swing shift, weekends and holidays, and rotates regularly.
- The employee will sometimes be exposed to members of the public that can be confrontational, angry, emotional, and grieving.
- The employee will be required to work in a variety of terrain conditions, some of which can be potentially dangerous.
- The employee will be exposed to dangerous and rabies suspect animals.
- The employee can be exposed to traumatic experiences that can expose them to stress, compassion fatigue, and post-traumatic stress disorders.
- The employee regularly works in a variety of environments including outdoors and indoor spaces and will be exposed to elements consistent with these environments.

BENEFITS:

FULL-TIME EMPLOYEES (AT LEAST 30 HOURS/WEEK):

- Medical/Vision Plan
- Kaiser HMO
- Dental Plan
- Includes Orthodontia for dependent children

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- Domestic Partner Coverage Available (Medical and Dental plans)
- Life Insurance
- Long Term Disability Insurance

ALL REGULAR EMPLOYEES (AT LEAST 20 HOURS/WEEK):

- Section 125 Cafeteria Plan
- Fitness Reimbursement Program
- Employee Assistance Program
- 403(b) Retirement Plan
- Paid Holidays
- Paid Vacation
- Sabbatical Leave

ALL EMPLOYEES (INCLUDING PART-TIME AND TEMPORARY):

- Paid Sick Leave

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Marin Humane reserves the right, at any time with or without notice, to alter or change job responsibilities, reassign or transfer employees, or assign additional job responsibilities. This job description does not constitute a written or implied contract of employment. Marin Humane is an equal opportunity employer.

ACKNOWLEDGEMENT & RECEIPT

I acknowledge that I have received, read, and sought clarification of any questions I have about the content of this job description.

PRINT NAME

SIGNATURE

DATE

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