

Animal Control Officer

Approval Date: June 2024**Department:** Bylaw Enforcement☐ IAFF☒ CUPE☐ Management**Title of Excluded Supervisor:** Bylaw Services Manager

General Accountability:

Purpose and Scope

Reporting to the Bylaw Services Manager and working as part of the bylaw enforcement team, the Animal Control Officer performs administrative, inspectional, investigative, and regulatory work related to animal control bylaws. A principle function of the Animal Control Officer is to support community safety through educating the public on responsible pet ownership. The work involves considerable public relations contact and requires the exercise of independent judgment, action, tact and diplomacy within policy, regulation, and bylaw limits. This position reports to the Bylaw Services Manager who oversees the City's enforcement operations. The Animal Control Officer will provide support to the Bylaw Enforcement Officers when required.

Nature and Scope of Work

- Respond to public inquiries/complaints regarding animal control bylaw infractions and violations. Educates and informs on local bylaws relating to the care and control of animals.
- Investigate complaints from the public and other agencies regarding nuisance, stray, uncontrolled, vicious or dangerous dogs.
- Responsible for the collection, impounding, transportation, care and handling of animals, namely dogs, including those that may be defined as dangerous or aggressive.
- Oversee removal of deceased animals from streets and roadways.
- Ability to apply humane methods and practices when caring for and handling animals including under stressful or emergency situations.
- Provide for the care and well-being of animals temporarily held at the City Pound, including feeding the animals and maintaining the cleanliness and sanitary conditions of the kennels.
- Coordinate all matters arising from the issuance of Municipal Ticket Information including summons services and the recovery of outstanding fines through the court system.
- Coordinate the collection and recording of evidence for legal action; prepares documentation for legal proceedings; develops case management strategies and appears in court, presenting evidence, as a witness and prosecuting fines when required.
- Patrol parks, beaches and city streets by foot and vehicle during operational hours, including times when there is limited daylight.
- Ensure vehicle(s) and equipment are fully functional, clean and stocked.
- Interpret animal control bylaws and regulations for the general public and staff.
- Provide assistance to and maintain liaison with a variety of internal and external contacts in their enforcement of regulations and bylaws as required.
- Recommend regulatory animal control bylaw amendments.
- Prepare reports and correspondence as required.
- Perform other related bylaw enforcement work as assigned by the Bylaw Services Manager.

Necessary Qualifications

Knowledge:

- Thorough knowledge of relevant bylaws, regulations, procedures, and practices. Working knowledge of the principles, methods and equipment related to the handling of vicious, stray and/or sick animals.

- Thorough knowledge of safe work practices including working knowledge of occupational health and safety regulations.
- Thorough knowledge of court procedures and rules of evidence.
- Working knowledge of general office practices and procedures.
- Working knowledge of provincial statutes, regulations.
- Working knowledge of Microsoft Office software applications.
- Basic knowledge of I-Map or other GIS mapping systems.

Skills:

- Excellent interpersonal skills, including effective verbal and written communication skills are required.
- High level of organization and prioritization skills.
- Excellent driving skills.
- Assess animal behaviour and make effective decisions regarding handling an animal.

Abilities:

- Ability to investigate complaints and enforce animal control bylaws and regulations with tact, diplomacy, impartiality, and firmness.
- Demonstrated ability to manage and diffuse conflict with people from varying backgrounds.
- Ability to effectively respond to hostile individuals.
- Ability to explain and interpret bylaws and regulations.
- Ability to prepare and present evidence in court.
- Ability to use initiative and independent judgement, without constant direct supervision.
- General computer literacy.
- Ability to meet the physical demands (strength, stamina and agility) to perform all aspects of the Animal Control Officer position.
- Ability to operate an animal control van in conducting routine patrols.
- Ability and willingness to contribute to maintaining a respectful, safe, and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity, and fairness.
- An ability to engage with marginalized and vulnerable people, to assist in coordination of appropriate social, health and enforcement responses.
- Ability to successfully attain a clean criminal record and vulnerable sector check.

Education:

- Grade 12 or equivalent.

Training:

- Bylaw Compliance, Enforcement and Investigative Skills Level I & II Training Courses from the Justice Institute of BC or equivalent training from a recognized training institute.
- Must possess and maintain a valid BC driver's licence and provide and maintain a clear driver's abstract, as per City policy.
- Must qualify to be appointed as a bylaw enforcement officer as described in the BC Police Act.
- Conflict resolution training.
- Occupational First Aid Level 1.

Experience:

- Minimum of three (3) years of bylaw enforcement, policing and/or other regulatory enforcement experience.

Preferred Criteria (For External Candidates Only)

- Completion of Animal Control Basic Training.
- Experience handling and caring for dogs.

Unusual Working Conditions

- May be required to spend several hours on foot conducting enforcement patrols.
- Possibility of overtime emergency call-outs outside of working hours when an animal is considered a threat, a health risk, or poses a danger.
- Work in all weather conditions.