Animal Protection Officer

Department: Field Services

FLSA Status: Non-Exempt

Summary

The Animal Protection Officer (APO, will drive a vehicle to patrol streets, respond to requests for service concerning animals and perform routine and complex public safety work in the enforcement of animal control and licensing ordinances. The APO will provide compassionate and attentive care for animals at all times; follow policy and procedure relating to vehicle and equipment inspection and maintenance; provide daily, monthly and annual reports to document activities and other animal care and control duties as necessary.

Principal Duties

- Drive a vehicle to patrol streets, respond to requests for service based on ACCT Philly's contractual obligations to perform animal care and control for the City of Philadelphia.
- Obtain accurate information when responding to requests for service including, but not limited to: bite case reports, owner surrender information, medical history, location, breeds, etc.
- Maintain constant communication with the Animal Control Dispatcher on duty by radio or telephone for consultation on a variety of incidents;
- Communicate with animal owners and work with them on solutions to improve their situations with their animals;
- Provide resources to both animal owners and complainants;
- Work with other agencies when needed
- Use appropriate judgment in deciding course of action to handle difficult and emergency situations without assistance.
- Rescue animals in dangerous situations including, but not limited to: cats in trees, animals on a roof or window ledge, animal stuck in sewer, etc.;
- Investigate violations of animal control ordinances and issues warnings or citations as required; appear in court or administrative hearings as necessary to testify regarding animal control cases;
- Maintain accurate records and logs; compile a variety of data regarding animal control; prepares daily, monthly and annual reports of activities and other reports as requested.
- Impound animals transported to shelter and properly restrains the animal for initial medical examination;
- Inform veterinary services staff of any health problems or conditions noted in a sheltered or impounded animal;
- Fill out appropriate kennel information for impounded animal;
- Data entry using the shelter software
- Provide transportation for animals;
- Answering Field Services telephone and dispatching requests for service to APOs on overnight shifts or when no dispatcher is available due to call outs
- The intent of this job description is to provide a representation of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Employees may be directed to perform job-related tasks other than those specifically presented in this description.

Educational Requirements

High School Diploma or equivalent

Experience, Abilities And Qualities Required

- Ability to exemplify ACCT Philly's Core Values of Transparency, Respect, Innovation, Commitment, Empathy and Professionalism.
- A valid and clean driving record free of moving violations, points, suspensions and revocations for a minimum of 12 months
- Expected to interact with and handle multiple species of animals including, but not exclusive to, dogs, cats, nuisance wildlife (raccoons, bats, opossums, etc.), reptiles, birds of prey (falcons, hawks, etc)
- Ability to communicate effectively, in English orally and in writing.
- Knowledge of physical and behavioral characteristics of common breeds of dogs and cats; common disease symptoms in domestic animals; animal licensing and regulatory ordinances; various equipment used in animal control; working knowledge of animal restraint and care techniques;
- Skill and ability to safely and effectively use the following tools and equipment: patrol vehicle, animal capture equipment; police radio; first aid equipment; personal computer using basic word processing, spreadsheet and database programs;
- Ability to learn applicable laws, ordinances and department rules and regulations; communicate effectively orally and in writing; establish and maintain effective working relationships; exercise sound judgment in evaluating situations and making decisions; follow verbal and written instructions; learn the City's geography; recognize normal and abnormal behavior; care for and safely handle domestic animals; operate two-way radios;
- While performing duties of this job, the employee routinely works in outside weather conditions and is exposed to wet and/or humid conditions. Requires heavy lifting and/or moving more than 50 pounds. Requires running almost on a daily basis. The employee occasionally works in high, precarious places; Employees are expected to access all areas of the city of Philadelphia 24 hours a day.
- Affection for animals, concern for their welfare, and a willingness to accommodate animals in the work place;
- Strong interpersonal, written and verbal skills, including the ability to communicate skillfully and effectively with a culturally diverse staff, volunteers and community in a professional, pleasant, respectful, courteous and tactful manner at all times; the ability to remain pleasant and calm even in stressful situations.
- Maturity, good judgment and a professional personal appearance.
- Strong problem-solving skills – focusing on finding solutions to problems and challenges.
- The ability to ask appropriate questions to gather information along with the ability to feel and show empathy for others.
- Flexibility, ability to manage multiple tasks.
- Ability and initiative, work with minimal supervision and direction.
- Comfort and ability in working with animals of unknown disposition and those who may exhibit medical and other problems, as well as aggressive tendencies.
- Ability to accommodate varied work assignments and schedules including dispatching and working the overnight shift.
- Must have a sincere interest in the work, programs and mission of ACCT Philly.
- Must obtain ACCT Philly euthanasia technician certification.

Immediate Supervisor: Director of Field Services

Hours

Minimum of 8 hours per day, 37.5 hours per week. Daily hours and days of the week may vary according to the needs of the department schedule. Includes weekends, night, overnight, holiday and on-call work. This position is FLSA non-exempt status and eligible for overtime. This is a Union position.

Compensation: $17.25 training rate - $19.00 per hour

(Consideration given for previous paid animal care experience)

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Work Environment

While ACCT Philly operates 24/7, it is currently open to the public 10am to 6pm daily including on weekends and holidays, and may have as many as 300 interactions with the public in a given day, including with volunteers and rescue partners. The shelter operates at a fast pace and experiences rapid turnover of clients. While performing the duties of the job, employees are frequently exposed to animal odors and high levels of animal noise.