

## EMPLOYMENT OPPORTUNITY – MANAGER, ANIMAL PROTECTION SERVICES (FULL-TIME)

**ORGANIZATION:** The Guelph Humane Society advocates for all animals, and in particular those animals whose lives we can influence, through care, education, community support, protection, and leadership. Founded in 1893, the Guelph Humane Society provides care and shelter for approximately 3,000 homeless, stray, injured and abused animals each year. GHS is a registered charitable, non-profit organization that does not receive government funding. Visit [www.guelphhumane.ca](http://www.guelphhumane.ca) to discover more.

**TITLE:** Manager, Animal Protection Services

**LOCATION:** 500 Wellington Street West, Guelph, ON

**HOURS OF WORK:** 40 hours per week

### ABOUT THE ROLE:

The Manager, Animal Protection Services reports to the Associate Director and is responsible for the overall operations of the animal services programs as they relate to enforcement of municipal, provincial, and federal legislation. The successful candidate will lead the Animal Protection Services team by example, providing exceptional service to the City of Guelph, Township of Guelph-Eramosa, and Township of Centre Wellington for animal control services. The successful candidate will also investigate animal cruelty and neglect under the provincial legislation in all of Wellington County (except the Town of Erin). You will work closely with the rest of the leadership team at GHS to ensure the goals and objectives as set forth by the organization are achieved. The Manager, Animal Protection Services will provide exceptional customer service, excellent communication and organization skills, and will always demonstrate a positive attitude, while supporting the overall mission and values of the GHS.

### Core Job Responsibilities:

- Oversee and manage the Animal Protection Services (APS) department, including administrative duties and staff supervision
- Train, orient, and coach direct reports so that they are empowered to fulfill their role effectively; recruit, hire, and interview new staff
- Conduct field inspections and investigations to ensure compliance with APS program, as they relate to municipal, provincial and federal legislation
- Advise the general public on animal control by-laws in areas serviced by the GHS
- Enforce legislation through commencement of proceedings under the *Provincial Offences Act*



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- Conduct cruelty and neglect investigations under the *Ontario SPCA Act* (or other relevant provincial legislation) and federal Criminal Code legislation
- Respond to public inquiries; investigate complaints or concerns relating to the APS program
- Attend court appearances and give evidence on behalf of the municipality or province with respect to APS matters
- Develop and maintain the Animal Protection Services Standard Operating Procedures manual, and related policies, documents and inspection records
- Compile and analyze accurate statistics on various aspects of the APS program; prepare reports as required
- Participate in strategic planning and budgeting with the leadership team; develop and gain approval for an annual income and expenditure budget for the APS department in collaboration with the senior leadership team
- Oversee and coordinate the maintenance for the fleet of vehicles in the APS department
- Conduct presentations and participate in other outreach activities within the community to provide education and public relations
- Be available outside of regular shifts to assist the APS team with emergency animal welfare related calls
- Maintain a high level of communication with the APS team and all other staff and volunteers
- Ensure the public receive professional, prompt and friendly service to ensure a positive experience with the APS team and the GHS overall
- Interact with all animals safely, respectfully, compassionately, and in a manner that minimizes stress using modern, commonly accepted practices
- Treat colleagues, volunteers, and members of the public with courtesy and respect; promote an atmosphere of compassion, helpfulness, and a positive attitude
- Participate in an organizational culture that contributes to overall safety of staff, particularly as it relates to officer safety
- Work in compliance with the Occupational Health and Safety Act and its regulations
- Complete other duties as assigned

#### **Skills:**

- Knowledgeable about relevant court procedures, regulations and legislation pertaining to animals (*Municipal Bylaws, Dog Owners Liability Act, Ontario SPCA Act, Criminal Code of Canada, etc.*)
- Knowledgeable about the geographic area of City of Guelph, Township of Centre-Wellington, and Township of Guelph-Eramosa, and the relevant animal control bylaws
- Excellent oral and written communication skills utilized across all mediums, including phone, email and face-to-face interactions
- Strong organizational and analytical skills, problem solving and decision making skills; demonstrated critical thinking, discretion, tact, and diplomacy
- Ability to supervise and train staff while cultivating a positive and connected work atmosphere

P.O. Box 684, 500 Wellington Street West, Guelph ON N1H 6L3 | 519.824.3091 | [guelphhumane.ca](http://guelphhumane.ca)

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- Experience with diplomatically managing multiple commitments to customers, staff, and operations
- Strong time management skills; ability to meet deadlines, re-prioritize competing demands, work with frequent interruptions
- Proven record of fostering and maintaining excellent public relations and customer service
- Knowledge of domestic animal breeds and wildlife (native and non-native species), including demonstrated understanding of proper care, handling and husbandry
- Demonstrated knowledge of disease transmission, bio-security and proper sanitation protocols;
- Ability to maintain professional composure and multitask in a high-paced, stressful, reactive environment
- Physically fit with the ability to stand for long periods of time and comfortably lift fifty (50) pounds
- General knowledge of animal welfare and humane society activities
- Strong computer literacy (Microsoft Office – Outlook, Word, Excel, PowerPoint) and able to effectively utilize shelter management software. Knowledge of PetPoint is an asset

#### Qualifications:

- Post-secondary education in related discipline (e.g. Animal Sciences, Animal Care, Animal Health Technician, Law & Security), or equivalent experience required
- Preference will be given to candidates with Ontario SPCA Agent status
- Minimum 3-5 years of demonstrated leadership/management proficiency required; previous experience in animal care or protection environment preferred
- Must be reliable; ability to work all shifts, including weekends, holidays, on-call, and overtime as required
- Significant experience working directly with animals required
- Valid Ontario G Driver's License with clean Driver's Abstract; clear Police Clearance Certificate
- Protective rabies titre an asset (or willingness to receive pre-exposure rabies vaccinations to obtain protective titre)
- A positive attitude and passion for advocating for animal welfare in our community

If you are interested in this opportunity and have the above qualifications, please forward your resume, covering letter, and salary expectations by Monday, June 10<sup>th</sup>, 2019 to:

Lisa Veit  
Associate Director  
Email: [lveit@guelphhumane.ca](mailto:lveit@guelphhumane.ca)  
Subject line: Manager, Animal Protection Services position

***We thank all applicants for your interest in the Guelph Humane Society; however only those selected for an interview will be contacted.***

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