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EMPLOYMENT OPPORTUNITY – ANIMAL PROTECTION OFFICER – FULL-TIME

ORGANIZATION: The Guelph Humane Society advocates for all animals, and in particular those animals whose lives it 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 in Guelph and Wellington County. GHS is a registered charitable, non-profit organization that does not receive government funding. The GHS's hiring philosophy goes beyond just filling positions – it is interested in finding people who are passionate about animal welfare, who want to make a difference in the community, all while working as part of a positive and productive team of people. Visit www.guelphhumane.ca to discover more.

POSITION DESCRIPTION: Animal Protection Officer; Full-time

HOURS OF WORK: 40 hours/week
Rotating shifts, Monday to Sunday (Flexibility to work days, evenings, weekends, holidays)
Overnight on-call shifts required

POSITION SUMMARY:

Under the direction of the Manager, Animal Protection Services, the Animal Protection Officer (APO) is responsible for responding to requests for animal services; enforcing the City of Guelph, Township of Centre-Wellington, and Township of Guelph-Eramosa's animal related by-laws and resolving matters through education and enforcement. The APO must provide detailed reports of activities, strictly adhering to the Guelph Humane Society's policies and procedures. The APO must represent the GHS in a professional manner at all times, fostering good community relations. The successful candidate will provide exceptional customer service, excellent communication, and will demonstrate a positive attitude at all times, while supporting the overall mission and values of the GHS.

KEY ACCOUNTABILITIES:

- Interact with clients, community members, staff and volunteers with diplomacy and professionalism
- Conduct field inspections and investigations, resolving matters through education and enforcement, to ensure compliance with animal services program related to municipal and provincial legislation (as appropriate) and advise the public on animal control by-laws in the City of Guelph, Township of Centre-Wellington, and Township of Guelph-Eramosa
- Respond to requests for service from the public and intake stray, injured, orphaned or deceased animals
- Patrol city parks, trails and general public spaces
- Safely and humanely handle fractious and/or injured animals, including cats, dogs, small animals and wildlife
- Work effectively and cordially with stakeholders and partners, including provincial inspectors, licensed wildlife rehabilitators, municipal by-law officers, emergency responders, and local community service agencies
- Enforce legislation through commencement of proceedings under the Provincial Offences Act
- Attend court appearances and give evidence on behalf of municipality regarding animal services matters

P.O. Box 684, 500 Wellington Street West, Guelph ON N1H 6L3 | 519.824.3091 | guelphhumane.ca

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GUELPH
HUMANE SOCIETY

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- Promote, enforce and sell City of Guelph, Township of Centre-Wellington, and Township of Guelph-Eramosa's dog licences
- Interact with all animals safely, respectfully, compassionately, and in a manner that minimizes stress using modern, commonly accepted practices
- Record, monitor and regularly update lost and found animal reports
- Maintain detailed daily records of activities, adhering to GHS policies and procedures
- Assist with compilation of monthly statistics of animal control activities for department
- Work with other staff and volunteers to achieve a clean and organized facility, with strict adherence to infection control protocols
- Provide accurate, knowledgeable and friendly service to the public
- Follow GHS policies and protocols for handling dangerous and/or infectious animals
- Participate in outreach activities within the community to provide education and public relations
- Maintain a high level of communication with all other staff and volunteers
- Treat other staff, volunteers and members of the public with courtesy and respect
- Immediately report all incidents of injury, property damage, absence of or failure of a protective device and/or equipment
- Work in compliance with the Occupational Health and Safety Act and its regulations
- Participate in an organizational culture that contributes to overall safety of staff, particularly as it relates to officer safety
- Complete other duties as assigned

KEY QUALIFICATIONS:

- Post-secondary education in related discipline (e.g. Animal Sciences, Animal Care, Law & Security)
- Related experience in animal care and/or law enforcement an asset.
- Valid Ontario G Driver's License with clean Driver's Abstract; Clear Police Clearance Certificate
- Knowledge of the City of Guelph, Township of Centre-Wellington, and Township of Guelph-Eramosa would be an asset
- Knowledge of relevant court procedures, regulations, and legislation pertaining to animals (Municipal bylaws, Dog Owners Liability Act, etc.)
- Protective Rabies Titre an asset (or willingness to receive pre-exposure rabies vaccinations to obtain protective titre)
- Excellent oral and written communication skills utilized across all mediums, including phone, email and face-to-face interactions
- Strong time management skills; ability to meet deadlines, re-prioritize competing demands, work with frequent interruptions
- Excellent organizational skills; Demonstrated critical thinking, discretion, tact, and diplomacy
- 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, reactive environment



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- Strong computer literacy (Microsoft Office – Outlook, Word, Excel, PowerPoint) and able to effectively utilize shelter management software. Knowledge of PetPoint is an asset
- Ability to lift and carry a minimum of fifty (50) pounds
- Must be reliable; ability to work all shifts, including weekends, holidays, on-call, and overtime as required
- General knowledge of animal welfare and humane society activities
- 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 and covering letter to:

Ben Worthington
Manager, Animal Protection Services
Email: careers@guelphhumane.ca

Subject line: Animal Protection Officer position

Applications will be reviewed as they are received. We thank all applicants for your interest in the Guelph Humane Society; however only those selected for an interview will be contacted.