

EMPLOYMENT OPPORTUNITY – ANIMAL SERVICES 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 Services Officer; Full-time Permanent

LOCATION: 190 Hanlon Creek Blvd., Guelph, ON

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 Animal Services Manager, the Animal Services Officer is responsible for responding to requests for animal services; enforcing municipal and provincial legislation with the City of Guelph, Township of Centre-Wellington, and Township of Guelph-Eramosa; providing detailed reports; and resolving matters through education and enforcement. The Animal Services Officer will be required to provide exceptional customer service in a fast-paced, high call-volume environment under diverse and sometimes challenging circumstances and represent the GHS in a professional manner at all times, through demonstrating a positive attitude, fostering good community relations, and 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 by-law matters through education and enforcement, to ensure compliance with municipal and provincial legislation pertaining to the City of Guelph, Township of Centre-Wellington, and Township of Guelph-Eramosa and in accordance with the Provincial Offences Act
- Advise the public on animal services 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
- Conduct proactive enforcement, including patrols of city parks, trails, and general public spaces
- Safely and humanely handle fractious and/or injured animals, including cats, dogs, small animals, and wildlife



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- 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
- Attend court appearances and give evidence on behalf of the municipality regarding animal services matters
- 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 services activities for the 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 the overall safety of staff, particularly as it relates to officer safety
- Embrace and consistently enact organizational values of respect, caring, integrity and partnership, supported by being authentic and accountable to yourself and your team
- Complete other duties as assigned

KEY QUALIFICATIONS:

- Post-secondary education in a related discipline (e.g. Animal Sciences, Animal Care, Law & Security)
- Related experience in animal care and/or law enforcement an asset.
- Valid Ontario Driver's License (full Class G) 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

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- 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
- Strong computer literacy (Microsoft Office – Outlook, Word, Excel, PowerPoint) and able to effectively utilize shelter management software. Knowledge of PetPoint is an asset
- Demonstrated excellence in customer service and public relations skills, with the ability to handle difficult clients and high-stress situations
- Comfortable handling and being around domestic animals of all types of wildlife
- 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, cover letter, and salary expectations by **Monday, June 13, 2022**, to:

Victoria Welsh
Animal Services Manager
Email: careers@guelphhumane.ca

Subject line: “Animal Services Officer position, Full-time”

Applications will be reviewed as they are received, and the position will be filled when the right candidate is identified.

We welcome diversity, value differences, and foster inclusion in our employment practices. We invite applications from all qualified individuals who are philosophically aligned with our mission, vision, and values.

GHS welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the recruitment process.

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