

**Job Description: Non-Union Position
Town of Pembroke, Massachusetts**

Position Title

Animal Control Officer
SA-18

Essential Functions:

- Performs animal care, investigative and administrative work in the enforcement of regulations relating to the control and regulation of animals;
- Responds to animal related complaints including but not limited to barking dogs, dogs injuring persons, livestock or causing annoyance; maintains accurate records of same
- Investigates reports of vicious or dangerous animals, nuisance or negligence complaints, loose dogs, wildlife complaints and animal bites; takes any legal action as required by bylaw or statute
- Coordinates with Town Clerk for records verification and enforcement regarding licenses and vaccinations required by bylaw or statute;
- Responds to emergency calls from the police or fire departments. Kills or causes to be killed any dog or other animal, wild or domestic, including wildlife that is injured, maimed, or diseased.
- Enforces Town bylaws and state and federal laws; makes and preserves complaints against owners of dogs not properly licensed and collared;
- Enforces leash laws.
- Maintains logs and records of the number of animals killed, their owners, number of complaints, and other information required by law;
- Collects fees for sale of animals. Maintains records, issues receipts and conducts turnovers to Town Treasurer of same
- Enters data into computer system; may make presentations to citizens groups about animal safety and care.
- Maintains regular office hours to answer telephone calls, communicate with concerned citizens and animal owners, answer questions regarding applicable bylaws and statutes and receive and investigate complaints
- Patrols the Town seeking violations of Town bylaws; issues citations for violations of bylaws; captures loose dogs in the Town for transport to the Pembroke Animal Pound and provide care for unlicensed dogs
- May appear in court for hearings or trials.
- Performs general housekeeping duties and animal care work; cleans office, cleans kennels area(s) twice a day with animals in residence and regularly otherwise; feeds and shelters all dogs in care, releases impounded animals to owners upon proof of compliance and payment of fees and attempts to locate/find new owners when necessary by giving or selling dogs to prospective new owners.
- Picks up dead animals and disposes of them in accordance with local laws and statutes.

Supervision: Works under the general supervision of the Town Manager or their designee, but day to day work is performed independently and subject to regular reports. Performs a variety of responsible duties according to department policies and procedures; work requires the application of independent judgment to analyze unusual situations and determine the best course

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of action. Unusual situations, requiring clarification of policies or procedures, are referred to the supervisor. Laws and regulations applicable to animal control must be observed and followed, as well as any departmental regulations which apply.

Work Environment: Most work is performed outdoors, with exposure to adverse weather conditions and exposure to potentially dangerous animals and diseases; workload is subject to seasonal changes; responds to emergency situations. Uses standard office equipment and operates a light truck, automobile, medical equipment, tools and specialized equipment, such as cages, snare poles, traps and weapons. Performance of duties requires regular contact with the general public and Town departments; contact with the public requires courtesy, patience and tact, sensitivity to concerned animal owners and the ability to explain laws and regulations under stressful situations. Has access to confidential information pertaining to complaints. Errors could result in personal injury or injury to others, delay in delivery of services and legal repercussions.

Level of Decision Making: Most contact is with members of the general public, particularly dog owners for the purposes of education and explaining regulations, dispute resolution and the hearing of complaints. Other contacts are with Town Departmental personnel as well as veterinarians, animal rescue leagues, Animal Control Officers from other communities and state regulatory and enforcement divisions.

Minimum Qualifications: Education and Experience: High school diploma; technical training and two years of experience in handling and caring for animals; or an equivalent combination of education and experience. Additional Requirements: Massachusetts Department of Agriculture Resources/Massachusetts Animal Fund Core Competency Training, Valid Massachusetts motor vehicle operator's license, Massachusetts license to carry and operate a firearm, and continuing education credit Certification from the Animal Control Officers Association. Must be in excellent physical condition. Knowledge, Ability, and Skill: General knowledge of the applicable federal and state laws and Town ordinances governing the control and regulation of animals; knowledge of animal care procedures and animal handling procedures and practices. Ability to communicate effectively and tactfully with the public and to explain regulations, take enforcement action and investigate complaints; ability to capture and restrain various domestic and wild animals, including aggressive dogs; ability to operate a firearm; ability to work independently; ability to maintain records and prepare reports. Excellent public relation skills; skill in mediation and negotiation; skill in handling animals. Ability to pass a CORI and background check.

Physical Requirements: Frequent moderate physical effort is required to perform duties. Required to stand, walk, sit, speak, hear, use hands to operate equipment, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl. Required to lift and/or move animals

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weighing up to 100 pounds. Vision requirements include the ability to read and analyze documents, use a computer, operate a motor vehicle and operate a firearm.