



Idaho Humane Society Job Description

Director of Animal Care & Control

The Idaho Humane Society is a community-supported open-door facility that provides shelter, medical care, adoption services, humane law enforcement services and much more to over 20,000 animals annually. Since its incorporation in 1945, the Idaho Humane Society has become one of the most recognized and beloved nonprofit organizations in the community.

Department:	Shelter
Classification:	Regular, full-time, exempt
Job Relationships:	Supervised by CEO Supervises Animal Care & Control Supervisor, Animal Care & Control Officers, Animal Care & Control Dispatchers, Intake/Redemption Front Desk staff
Salary:	DOE
Benefits:	Paid time off accrual, eight paid holidays, retirement plan, health insurance, dental insurance and supplemental insurance. All employees receive discounts on veterinary care and retail store pet supplies, as well as veterinary care credit and discounted adoption benefits.

Position Summary:

The Director of Animal Care & Control is responsible for supervising Animal Care & Control staff and overseeing day-to-day activities associated with the enforcement of animal ordinances, public relations and care of animals. Performs supervisory field and office work in the enforcement of state and local animal control laws and ordinances. Work involves investigating animal cruelty and neglect, animal bites, capturing and quarantining animals, issuing legal notices for violations, and providing public education regarding responsible pet ownership and rabies control.

Duties and Responsibilities

- Plans, organizes, and directs the activities of the Animal Care & Control department
- Supervises Animal Care & Control employees, including assigning and reviewing work, scheduling and approving time off, training, evaluating performance, taking necessary disciplinary action and effectively recommending on hiring and termination decisions
- Receives, investigates, and answers complaints concerning stray, wild, or owned animals; patrols, for animals running at large; checks licenses and vaccinations; impounds abandoned and stray dogs and other animals; issues appropriate legal notices regarding vaccinations, animal cruelty, and violations

- Provides customer service support; resolves difficult situations, both in person and over the phone
- Oversees paperwork for redemptions, licenses, citations, and reports
- Develops, recommends and implements departmental policies, procedures and processes to ensure that state and local laws and ordinances pertaining to animal control and licensing are being enforced
- Investigates animal bites on humans and animals; prepares associated bite reports; issues quarantines and associated letters of release
- Assists Animal Care & Control Officers in the capture or dispatch of animals and investigations of animal neglect; assists dispatchers on phones as needed
- Prepares reports and other types of correspondence; prepares and maintains files and records
- Provides public education regarding explanation of state and local laws, codes, and regulations relating to the care and control of animals; builds positive public relations regarding the need for responsible pet ownership
- Works closely with the contracted municipalities, attending meetings and responding to inquiries
- Maintains Animal Control records and prepares required reports
- Testifies in court regarding citations and disposition of complaints
- Coordinates work with local law enforcement agencies to assist in animal related situations

Qualifications

- Required:
 - Must have at least 2 years prior management experience to include managing a team of employees and managing a departmental budget
 - Experience in report generation and writing
 - Experience in public speaking and presentation
 - Excellent verbal, written, and interpersonal skills, as well as organizational skills, attention to detail, and ability to multi-task
 - Strong computer skills (Microsoft Office) and ability to learn shelter specific computer programs
 - Must pass a background check and be deputized by Ada County Sheriff's Office
 - Must have a satisfactory driving record
 - Sincere interest in IHS mission and vision
- Desired:
 - Prior experience working in animal control, law enforcement, code enforcement, or as a government official
 - Prior experience working in an animal shelter or working with animals
 - Experience in contract negotiations
 - Experience in criminal case preparation and courtroom testimony

Working Conditions

- Most of shift spent working indoors in air-conditioned/heated office using a computer
- Some work out in the field on calls, handling animals, and driving

- May require some travel, as needed
- Shifts are 8 hours, Monday through Friday, with occasional evenings/weekends as needed

Mental, Physical and Communications Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Requires patience and tact when working with difficult, emotional or angry people
- Requires speaking and writing effectively and clearly in a professional manner
- Requires treating people and animals in a pleasant, courteous and professional manner
- Ability to handle a variety of animal control apparatuses and lift up to 50 pounds

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an “at-will” relationship.

Idaho Humane Society is an Equal Opportunity Employer