



## Idaho Humane Society Job Description

### **Animal Care & Control Officer**

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 10,000 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, non-exempt
Job Relationships:	Supervised by Director of Animal Care & Control
Salary:	Starting wage is \$18.00/hour, or varies depending on experience
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 one free adoption annually.

#### **Duties and Responsibilities**

##### **Dispatch/Client Service**

- Has a general knowledge, or is able to quickly learn, all City, County and State animal control related ordinances and laws
- Answer public queries regarding animal control related matters both over the phone and in person
- Represents the Society in a professional and courteous manner at all times
- General knowledge of breeds of species found in the Treasure Valley
- General animal handling knowledge
- Ability to relate well with the public under adverse conditions and stressful situations
- Appropriately refers clients with questions requiring another person or department
- Attends and participates in Society training programs and meetings as assigned
- Informs supervisor of any client concerns or other issues that may affect IHS Animal Care & Control

##### **Record Keeping**

- Establish and maintain accurate files on animal abuse and bite cases
- Assist public with citations as needed
- Input complete information into the computer of all animal control calls

## **Safety**

- Follows all safety guidelines to ensure a safe work environment
- Takes immediate action to address any safety concern or noncompliance of safety rules that could put an employee, volunteer, client, animal, or the organization at risk

## **Qualifications**

- Required:
  - Excellent customer service and listening skills
  - Ability to multi-task
  - Strong research skills
  - Good understanding of computers and telephones with the ability to use each quickly and efficiently
  - Must be 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:
  - Previous animal control or animal handling experience

## **Working Conditions**

- Most of shift spent working out in the field on calls, handling animals, and driving
- Some work indoors in air-conditioned/heated office using a computer
- Shifts are 10 hours, weekends required

## **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 working alone or with minimal supervision. Must be self-motivated.
- 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*