



Animal Protection Officer POSITION DESCRIPTION

Position: Animal Protection Officer

Department: Operations

Reports To: Supervisor of Animal Protection Services

Position Type: Full-time

Status: Summer Temporary

Wage: Starting at \$16.04

POSITION SUMMARY

The Animal Protection Officer plays a critical role in enforcing animal welfare legislation and bylaws, responding to complaints, conducting investigations, and educating the public on responsible pet ownership. As the field enforcement arm of the Regina Humane Society (RHS), Animal Protection Officers ensure the safety and well-being of animals while upholding the organization's mission and values. Officers work collaboratively with law enforcement agencies and the public to protect animals from neglect, abuse, and abandonment.

Success in this role requires strong interpersonal skills, the ability to work with animals of varying temperaments, and a deep commitment to the RHS mission. Employees must perform their duties safely and efficiently, adhering to established protocols and standards, and consistently offering clients compassion, respect and employing fair and ethical enforcement practices.

PRIMARY RESPONSIBILITIES & ACCOUNTABILITIES

In accordance with RHS's objectives, philosophies, policies and procedures, the Animal Protection Officer is responsible for the following:

1. Enforcement and Investigation

- Enforce municipal bylaws related to animal control and welfare.
- Respond to and investigate complaints of animal neglect, cruelty, and abuse under the Saskatchewan Animal Protection Act.
- Impound animals in accordance with legal requirements.
- Issue warnings, citations, or lay charges where necessary based on investigative findings.
- Prepare detailed reports and maintain records of all investigations and enforcement actions.
- Obtain and execute search warrants in cases of animals in distress.

- Work in collaboration with law enforcement agencies, including the Regina Police Service, RCMP, and Animal Protection Services of Saskatchewan.
- Provide court testimony as required.
- Ensure the cleanliness, maintenance, and proper functioning of RHS vehicles and equipment.

2. Animal Handling

- Safely capture, transport, and handle animals of varying sizes, species, and temperaments.
- Administer basic first aid and assess animals for signs of distress, injury, or illness.
- Assist in the intake, quarantine, and impoundment process of animals.
- Examine incoming animals to determine breed/species/age/sex/tattoo.
- Administer vaccinations and other intake treatments as required.
- Ensure proper documentation and tracking of impounded animals.
- Sanitation and housekeeping duties as directed.

3. Public Education and Community Engagement

- Assisting the public and ensuring that accurate and credible information about the organization is disseminated through all communications.
- Provide guidance and support to the public regarding licensing, bylaws, and the Animal Protection Act.
- Assist with outreach events and public awareness campaigns.
- Represent RHS in a professional and compassionate manner when interacting with the public.
- Work with clients to provide available supports and services to keep pets and their owners together.

4. Administrative Responsibilities

- Modeling and supporting a culture of teamwork, care and compassion, integrity, ethics, professionalism, and customer service in accordance with the values of the RHS; demonstrating support for the mission, vision, and strategic direction of the RHS in all interactions.
- Ensuring appropriate standards of client service are adhered to so there is a safe, professional, and friendly environment for staff, animals, clients, partners, and volunteers.
- Receive and document complaints related to animal welfare and bylaw enforcement.
- Dispatch calls and coordinate responses with field officers.
- Maintain accurate case files and database entries.
- Assist with issuing city pet licenses and ensuring compliance.
- Ensure proper documentation and record-keeping of all enforcement actions and investigations.
- As required, receipts all saleable items and donations.
- As required, ensures cash is balanced daily, maintains float for the next day's operation and secures the safe.
- Respond to inquiries and direct individuals to appropriate departments or staff.

5. After Hours and Emergency Duties

- Respond to after-hours and emergency calls, including evenings, weekends, and holidays.
- Maintain records of night-time activities and communicate updates on ongoing investigations.
- Ensure readiness of vehicles and equipment for emergency response.

6. Performs additional responsibilities as required.

QUALIFICATIONS

Education

- High school diploma or equivalent (Grade 12) required.
- Knowledge, understanding, and appreciation of the RHS, its role in the community, and animal welfare and rights.
- Knowledge of animal species, breeds, and age and sex identification.

Certifications/Licenses

- Not applicable.

Experience

- Experience in law enforcement, the animal care service industry or related field is an asset.
- Experience handling animals in various situations, including aggressive or distressed behavior. Knowledge of animal behaviour is an asset is an asset
- Knowledge of animal welfare laws and enforcement procedures is an asset.
- Conflict resolution and investigative experience are assets.
- Demonstrated experience and technical knowledge with Microsoft Word, Excel, Outlook, Shelter Buddy and other commonly used software.
- Working in a community-based, not-for-profit organization focused on the well-being of animals is an asset.

Skills

- Communication
 - ~ Skilled communicator both orally and in writing (listens well, is clear and understandable);
 - ~ Verbal communication skills including clear and easily understood delivery of messaging and content in a professional and respectful manner;
 - ~ Uses correct grammar and spelling;
 - ~ Ensures documents and related details are recorded and input correctly.

Skills (continued)

- Self-Motivation
 - ~ Is self-motivated, and can work with minimal direction;
 - ~ Is resourceful, takes initiative, and demonstrates a sound work ethic;
 - ~ Contributes to successful, value-added outcomes.
- Collaborative Team Member
 - ~ Has an inclusive, inviting nature, and seeks input and alternative perspectives from others;
 - ~ Is a supporter of diversity, inclusion, and collaboration, and works effectively with team members to achieve goals.
- Interpersonal Acumen
 - ~ Is approachable, and can interact with a wide range of individuals, of all ages, with varying needs;
 - ~ Listens well and has a friendly demeanor;
 - ~ Demonstrates empathy, tact, diplomacy, and discretion;
 - ~ Mediates disputes and manages difficult situations and conflict calmly and professionally;
 - ~ Understands underlying behaviors and emotions and responds appropriately.
- Planning and Organization
 - ~ Plans, prioritizes, and organizes work flow;
 - ~ Is highly organized and efficient with significant detail, ensuring all records and documentation are managed efficiently and effectively with quality outcomes;
 - ~ Delivers results.
- Adaptability
 - ~ Capable of multi-tasking under stress-filled and unpredictable situations, and manage multiple priorities;
 - ~ Can manage frequent interruptions with ease;
 - ~ Can pivot quickly and adapt to project changes.
- Technology Proficiency
 - ~ Computer competence using MS Office and other software and systems related to the role;
 - ~ Ability to learn internal systems, databases, and other technologies as required.
- Focus on Detail and Quality
 - ~ Works with significant detail.
 - ~ Ensures all details, records, and documentation are completed efficiently and effectively with quality outcomes;

Skills *(continued)*

- Focus on Detail and Quality *(continued)*
 - ~ Delivers results.
- Flexibility and Stress Management
 - ~ Able to manage a high-volume work-flow;
 - ~ Capable of multi-tasking under stress-filled and unpredictable situations, and manage multiple priorities;
 - ~ Can work with limited resources without issue;
 - ~ Available for extended hours and public and televised events as required.
- Problem-Solving
 - ~ Conceptualizes potential issues and their implications;
 - ~ Has excellent judgement and reasoning;
 - ~ Has the self-confidence to make independent decisions based on information at hand.
- Animal Care and Handling
 - ~ Demonstrated capability, care, and compassion to safely and humanely restrain different types of animals with varying needs and temperaments.

Values

Consistently demonstrates the values of the Regina Humane Society, including:

- **Leadership**
 - ~ Models the Organization's values;
 - ~ Demonstrates initiative and self-motivation;
 - ~ Accomplishes results;
 - ~ Works to contribute and continuously improve upon processes.
- **Professionalism**
 - ~ Acts as an ambassador for the RHS;
 - ~ Maintains confidentiality and privacy of information.
- **Compassion and Care**
 - ~ Committed to RHS's vision and mission for animals and people.
- **Teamwork**
 - ~ Works well and effectively collaborates with colleagues.
- **Inclusion**
 - ~ Fosters an accessible environment that values every voice.

Working Conditions & Effort

- Working with animals of various sizes and temperaments.
- Working in a shelter environment with animals that can be noisy, odorous, and physically and emotionally stressful.
- Exposure to aggressive, unruly, ill or parasitic-infested animals.
- Working in various settings, including office, shelter, vehicles and field environments; including outdoors in adverse or extreme weather conditions.
- Work performed requires lifting (maximum of 50 lbs), bending, stooping and other strenuous activities including but not limited to handling large animals.
- Public speaking and presenting information face-to-face, by phone, electronic communication, or via various media platforms.
- Sitting and standing for extended periods of time.
- Concentration to perform detailed work that can involve significant attention and thought.
- Exposure to computer hardware and peripherals.
- Finger dexterity.
- Distraction and interruptions.
- Driving in a variety of traffic conditions.
- Must be available to work weekends.
- On-call rotation for emergency response duties.
- Ability to attend functions/activities outside of normal working hours.
- Required to wear a uniform while on duty.

Additional Notes

- Clear Criminal Record Check and Vulnerable Sector Check.
- Verification of education on file.
- Excellent work attendance and punctuality.
- Satisfactory Driver's Abstract.
Signed agreement and adherence to the RHS Code of Conduct and Ethics, including the RHS Confidentiality Agreement.

Please submit applications to:

Lindsay West, Director of Operations
(lw@reginahumane.ca)

All applications must include a letter of interest and current resume.