

JOB/POSITION TITLE: **Animal Protection Officer 1 (APO1)**

STATUS: Non-exempt

PRIMARY PURPOSE: Responsible for the humane capture and impoundment of stray animals; responding to animal emergencies, injured animals, conducting animal welfare checks; reuniting pets with owners in the field; and providing advocacy and education in promoting the humane treatment of all animals and creating safer pet communities.

Reports To: Field Operations Manager

Supervises: None

ESSENTIAL DUTIES/FUNCTIONS:

- **People Care.** Lead by example, exuding passion and excitement around supporting our community in promoting ways to connect them to the Hawaiian Humane mission. Demonstrate professional standards of animal welfare and humane enforcement. Support the Field Services team, Hawaiian Humane team members, and volunteers with enthusiasm. Demonstrate excellent follow-up and time management in relation to both internal and external stakeholders while maintaining exceptional people care values. Live Hawaiian Humane Society core values and promote the mission and values of the organization.
- **Intakes and Case File Management.** Produce and maintain accurate intake records, case files, and reports according to Hawaiian Humane procedures. Prepare both written and oral reports if needed and log reports into the computer/shelter management system when required. Demonstrate the ability to use objective language in all case and animal records. Maintain confidentiality in all case work.
- **Intake Diversion.** Drive and support Hawaiian Humane Society initiatives to reunite pets with owners in the field using tools and platforms provided. When reunited, offer solutions to prevent animals from being lost and collaborate with outreach and volunteers to address such issues. This may include interacting with surrounding neighbors to locate possible owners.
- **Patrol and Emergency Response.** Provide emergency response and transportation of sick and injured animals. Pick up stray dogs and conduct regular patrols throughout assigned areas for dogs at large, returning them to their owner or transporting them to Hawaiian Humane for admission. Euthanize animals in emergency situations in the field or at the shelter when necessary.
- **Animal Care.** Treat all animals humanely, properly, and with empathy and compassion, according to established Hawaiian Humane core values and procedures. Promote a humane and caring attitude toward all animals through advocacy and education in the community.
- **Vehicle Maintenance.** Responsible for vehicle and equipment cleaning, disinfecting and restocking according to Hawaiian Humane established procedures. Ensure vehicle inspections are being completed and gas receipts are submitted.
- **Professional Development.** Demonstrate commitment to ongoing professional education concerning animal welfare issues, techniques, procedures, and equipment and implement best practices into daily activity according to Hawaiian Humane procedures.
- **Dispatch.** Training and able to function in a dispatch role; fielding calls, creating cases, performing found animal follow-ups, and other essential dispatch duties.

OTHER DUTIES/FUNCTIONS:

- **Department Support:** Regularly participate in meetings with other members of the department and share ideas and suggestions designed to improve working conditions and the organization.
- **Operations Support.** Work with other departments within the organization to problem solve and manage challenges effectively and with people care at the forefront.
- **Other Duties as Assigned.** Complete the Hawaii Animal Welfare Association (HAWA) 90-day probationary training, Animal Care and Control Officer 1 training, and NACA ACO I Certification (Refer to attached). This may include organization-wide support as needed, including but not limited to participation in events, public speaking, fundraising, covering other operational departments, and assisting with Hawaiian Humane's role as a first responder to disasters.

JOB CONDITIONS:

- Work Environment: Indoors under regular office conditions minimally; outdoors in all types of weather; in a vehicle the majority of shift; and on foot.
- Equipment Use: Shelter vehicle, computer, telephone system, radio dispatch system, dog/cat traps, net, leash/rope, catch pole, cat grabber, dart gun.
- Other Materials: Euthanasia solution, syringes, needles, commercial cleaning fluids to clean truck and cages.
- Hours: Based on operational requirements. Must be available 40 hours a week with overtime as needed any 7 days of the week, weekends, and holidays. Typical shifts are five eight-hour days.

MENTAL, PHYSICAL AND COMMUNICATION DEMANDS:

- Requires handling people and animals in a pleasant, courteous, and professional manner.
- Requires working effectively with other investigators and shelter personnel to achieve a high level of service.
- Requires working alone or with minimal supervision. Must be self-motivated.
- Requires ability to follow instructions and procedures.
- Requires working under pressure with public watching or critically injured animal on occasion.
- Requires patience and tact when working with difficult, emotionally upset, and/or angry people.
- Requires detailed and correct written work with reports and animal identification procedures.
- Requires alertness and great attention to detail with investigations, animal handling, and working with the public.
- Requires sitting for periods up to four hours without a break when working on

written reports.

- Requires driving in truck for extended periods of time.
- Rescue attempts and animal handling may require climbing, running, crawling, or balancing in difficult, hazardous conditions.
- Requires lifting and carrying, unaided, up to 65 lbs. of animal body weight, either struggling or limp, for up to 50 yards. Including lifting from floor to vehicle compartment level.
- Requires eye-hand coordination in handling, capturing, transporting, and restraining a live animal.
- Requires speaking and writing effectively and clearly in a professional manner.
- Requires interpreting and integrating written materials from field reports, witness statements, and investigations for case reports according to Hawaiian Humane procedures.

QUALIFICATION REQUIREMENTS:

- Skills/Knowledge: Valid driver's license with a good driving record. Knowledgeable of telephone, radio, and computer operation. Meets the criteria (e.g., not convicted of felony; not convicted of a misdemeanor involving moral turpitude or of any criminal assault; U.S. citizen; at least 21 years of age; subject to background investigation by Chief of Police) for Honolulu Police Department deputization. Agree with and be committed to Hawaiian Humane goals, objectives, and programs.
- Education/Training: High school diploma or equivalent with ability to read, write and speak clearly.
- Experience: Prefer a minimum of two years working with the public.
- Other Requirements: Must have compassion and concern for both animals and people. Must be at least 21 years of age. Must be able to handle physically rigorous work and pass a physical examination including the ability to lift and carry 65 lbs. Must be flexible and capable of working both independently and as a member of a team.

The above information on this job description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodation will be made to enable qualified individuals with disabilities to perform the essential functions of this position.