



CITY OF MELROSE

Human Resources Department

Please send a letter of interest and a resume to Matt Travers, Human Resources, at mtravers@cityofmelrose.org. Position opened until filled.

City of Melrose is an Equal Opportunity Employer.

One of Mayor Brodeur's priorities is advancing diversity, equity, and inclusion in Melrose by cultivating a workforce where diverse perspectives are valued and where every employee can bring their best and most authentic selves to work. Here in Melrose, we are driven by the value of excellence and believe that everyone deserves the best service and access to resources, regardless of their race, gender identity, religion, ethnicity, physical abilities, age, sexual orientation, veteran status, or personal experience. We embrace employees & candidates from these underrepresented groups to help make this vision a reality.

No Residency Requirement

Title: Animal Control Officer/Animal Inspector (ACO/AI)
Department: Health and Human Services Department
Supervisor: Director
Status: Non-Union, Level 14, CNU2
Part-time, hourly, no benefits
18 hours/week with occasional on-call hours
Minimum hourly rate is \$26.78 per hour

Summary: The Animal Control Officer/Animal Inspector, under the supervision of the Health and Human Services Director, is responsible for the welfare of animals, and the protection of persons within the City of Melrose.

Responsibilities:

1. Patrol public ways and city property within the community in the issued vehicle.
2. Pick up stray or lost dogs and transport them to the authorized dog shelter(s).
3. Restrain and/or secure diseased, injured, dangerous or vicious animals from public ways and/or on city property for reasons of public safety.
4. Enforce the provisions of State Laws, City Ordinances and established policies related to animals and the regulations thereof.
5. Answer and respond to routine complaints, emergencies, and calls received through the Health and the Melrose Police Department. Respond sensitively and constructively to citizen complaints; provide customer service with tact, courtesy, sensitivity and discretion in all dealings with internal and external customers.
6. Investigate reports of injury and animal bites involving either humans or other animals that may result in transmission of infectious/contagious disease.
7. Quarantine and inspect animals under the provisions of M.G.L. CH. 129 (Animal Inspector) and related laws and regulations.
8. Investigate complaints of sick, diseased or injured animals other than dogs on public ways or city property.
9. Have animals euthanized under the established State and/or Local Laws.

10. Carry out investigations and inspections arising from complaints concerning the health, abuse or sanitary conditions of domestic animals.
11. Collects fees for keeping dogs and for the adoption of dogs, accounts for and deposits such receipts with the Treasurer's office
12. Maintain a daily log for telephone calls, tasks and work completed.
13. Collect data and produce reports as needed and/or requested by the Director.
14. Perform emergency preparedness work for animals.
15. Help plan and work at Community Outreach programs, education and fundraising events.
16. Collaborate with area Animal Hospitals and Veterinarians for the care of animals.
17. Work closely with the MSPCA/ASPCA and Animal Rescue League on sensitive animal cases, including neglect, abuse, etc.
18. Work with the City Clerk's office to maintain up to date records for dog licensing.
19. Help with daily coverage, as needed in the Health and Human Services Department.
20. Respond to public health emergencies as part of the Health and Human Services Department.
21. Respond sensitively and constructively to citizen complaints; provide customer service with tact, courtesy, cultural sensitivity and discretion in all dealings with customers.
22. Contribute to creating a collaborative work culture that appreciates diverse perspective and approaches matters with flexibility and cultural relevance.

Dimensions:

This position is both physically and mentally demanding and requires that the ACO be able to make quick decisions and exercise good judgement on the spot as defined by applicable laws. Work is performed in the field with intermittent exposure to adverse weather conditions. **Position requires some on-call and holiday hours.** For responding to emergencies off hours, the role will be compensated as half hour for phone calls made off hours, and two-hour minimum for in-person response to emergencies off hours.

The City issued Animal Control Vehicle is not to leave the City of Melrose limits unless it is to conduct city business relating to an Animal Control case.

The Mayor appoints the Animal Control Officer and the City Council approves the appointment. The Mayor annually nominated one or more candidates for the position of Animal Inspector under the provisions of M.G.L. CH. 129.

Knowledge:

1. Knowledge of normal and abnormal behavior in various species of domestic and wild animals
2. Knowledge of basic computer skills
3. Knowledge of applicable state and local laws, ordinances, and regulations
4. Knowledge of civil liability and responsibility
5. General knowledge of common health conditions in various animal species

Qualifications:

1. Three years experience in working with animals and in the proper capturing and handling of stray dogs and/or injured animals.
2. Ability to receive pre-exposure rabies vaccination within three weeks of hire
3. Ability to complete Animal Control Academy within 12 months of hire
4. Ability to complete the MA Animal Fund Core Competencies training within 12 months of hire
5. Ability to work cooperatively with a variety of departments and agencies

6. **Ability to pass a Criminal Offender Record Information check and must possess a valid and current MA Driver's License and a driving record which proves responsible and lawful driving habits.**
7. Able to perform physical activities including long walks, climbing, jumping, heavy lifting, talking, hearing, reaching.
8. Experience in managing emergency situations and exercising proper judgement and reason to control and diffuse situations.
9. Experience in performing euthanasia on animals when situation warrants.
10. Excellent interpersonal and communication skills.
11. Able to work independently.
12. Excellent interpersonal skills and customer service orientation, demonstrated experience providing customer service to co-workers and residents, and the public using tact, proper judgment, courtesy, respect and discretion.
13. Demonstrated ability to work effectively with diverse constituencies and ensure a culturally relevant and sensitive approach.
14. The position requires adaptability, diverse perspective and the ability to collaborate and appreciate other's viewpoints.