

# RDCO Job Description



**Position Title:** Dog Control Dispatch/Poundkeeper  
**Reports To:** Chief Bylaw Enforcement Officer (CBEO)

**Division:** Corporate Services  
**Date:** January 7, 2019

## Job Purpose/Summary:

The Dog Control Dispatcher/Poundkeeper is accountable for the daily operation and maintenance of the Dog Pound, including care for impounded dogs, general office administration, accounting duties and customer service. Exceptional customer service and strong communication skills along with a calm and effective approach when dealing with the public is vital to the success of the position. Excellent interpersonal skills with a respectful and strong teamwork approach are essential. This role dispatches and assists Dog Control Officers (DCO) in the field, including working in the field as a Dog Control Officer when required and being part of the rotational on-call. The position assists other local governments and law enforcement agencies with dog related calls and emergencies.

This position may require flexible work hours to meet operational needs in high season and off season.

## Principal Accountabilities:

1. Receive complaints regarding dogs and dispatch for action to Dog Control Officers, providing any data and background information as well as procedural guidance. Receive dogs for impoundment.
2. Provide care for dogs and assist with cleaning of kennels. Provide humane care and treatment of impounded dogs. Arrange for veterinarian care when required.
3. Perform all office work including:
  - Maintenance of Dog Control records and data entry;
  - Create and maintain an operations procedure manual for dog control, and drafting policy documents as required;
  - Processing annual dog licenses;
  - Assist with documenting adjudication files;
  - Daily bookkeeping and reconciliation of fees and bank deposits;
  - Performance measures and statistics for reporting purposes;
  - Prepare purchase orders and order of Pound supplies;
  - Identify maintenance issues at the Pound facility;
  - Assist the CBEO with auditing of files.
4. Promote public safety, educate and counsel dog owners, complainants and dog bite victims regarding dog regulations and investigation process.
5. Ensure accurate response, documentation and records management.
6. Assist with field work as DCO and participate in on-call shift rotation.
7. Provide functional direction, training and support to relief employees, Dog Control Officers and other team members.
8. Other duties as assigned.

## Reporting Relationships:

Direct Reports: None

## Dimensions:

## Knowledge, Skills & Experience

### Educational Background Required:

- Grade 12 or equivalent
- Bylaw Compliance, Enforcement & Investigative Skills Certificate Program (Level I), or equivalent
- Valid BC Driver's Licence (with record of safe driving)
- WHMIS (requirement to complete)
- First Aid Level I (requirement to complete)

### Experience Required:

- 2 Years' experience as a Dog Control Officer or equivalent
- Thorough knowledge of RDCO Dog Control Bylaw
- Computer skills: MS Outlook, Word, Excel
- Keyboarding 50 wpm
- Exceptional customer service and conflict resolution skills
- Work independently
- Excellent time management and organization skills
- Understanding of dog health and behaviour
- Database knowledge: ShelterPro, Vadim is an asset.
- Dispatch experience is an asset

## Working Conditions:

- **Physical Effort:** Catch poling, lift and restrain aggressive and/or dangerous dogs.
- **Physical Environment:** Office environment (dog kennel). Exposure to animals that may not have been immunized from various diseases. Exposure to loud noise, offensive odours and fecal waste, fluids, tissues, blood and deceased carcasses of dogs. Regular clean up and maintenance of kennels. Work independently and alone. Occasional exposure to hazardous locations.
- **Mental Stress:** Interacting with emotionally charged people, confrontational situations and dogs being euthanized. Meet tight deadlines and balancing multiple priorities.
- **Sensory Attention:** Risk Assessment and attention to safety for self and fellow officers.