



POSITION TITLE:	Dog Control Officer (On-Call After Hours)
REVISION DATE:	February 26, 2026
REPORTS TO:	Manager of Development Services
POSITION SUMMARY:	This hourly casual position is responsible for responding to dog-related incidents occurring outside of regular business hours, with a primary focus on dog control and public safety. This includes compassionate and lawful handling of dogs at large, aggressive or dangerous dog complaints, dog welfare concerns, and other matters requiring immediate attention.

TASK NO.	DESCRIPTION
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Position Descriptions are intended to provide an outline of the general areas of responsibility and duties associated with a given position. Position descriptions are not intended to capture the full breadth of tasks and/or assignments an employee may be directed to complete at any given time. The MEH reserves the sole and unfettered right to make changes to this position description, as required by the organization, without impact upon the employment relationship.

JOB DUTIES & RESPONSIBILITIES

1. After-Hours Dog Bylaw Services (100%)

- 1.1. **Receive Calls** - Receive calls during designated on-call periods from the Call Centre Service related to dogs at large, aggressive or dangerous dog complaints, dog welfare concerns, and other urgent matters requiring immediate attention.
- 1.2. **Coordinate Calls** - Review, prioritize, and action call within Municipal guidelines. Determine if matter requires immediate attention, or if the issue should be managed during Municipal business hours.
- 1.3. **Communication** - Communicate in a timely and compassionate manner with Call Centre Service, dog owners, complainants, and kennel services, and promote and ensure compliance with bylaws. Represent the Municipality in the field after-hours, and exercise sound judgement and professionalism in all interactions.
- 1.4. **Dog Impoundment** - Within Municipal guidelines, capture, transport, and secure dogs at the designated Municipal Kennel in a safe and timely manner.
- 1.5. **Vehicle** - Maintain assigned vehicle, equipment, and safety gear in good working order, according to Municipal guidelines.
- 1.6. **Training** - Participate in ongoing training related to animal handling, safety, and bylaw enforcement.
- 1.7. **Report/File Maintenance** - Maintain accurate and complete files and reports on all complaints received.

REQUIRED QUALIFICATIONS AND TRAINING

Education and Experience

- Experience in animal control, bylaw enforcement, animal care, or related field preferred.
- Basic knowledge of bylaw enforcement & municipal compliance, and report writing.
- Valid Driver's License.

Knowledge, Skills, Abilities

- Knowledge of canine behavior and safe handling techniques.
- Ability to work independently with minimal supervision during evening or weekend hours.
- Excellent communication, conflict-resolution, and decision-making skills.
- Physically capable of lifting, restraining, and transporting dogs.
- Valid driver's license.
- Ability to remain calm and professional in stressful or emotionally charged situations.

Working Environment

- Primarily field-based, responding to calls throughout the municipality during evenings, weekends, and holidays.
- Exposure to unpredictable dogs, weather conditions, and emotionally sensitive situations.
- On-call hours include weekdays from 4:30 pm to Midnight, and Saturdays, Sundays and Holidays from 8:00 am to Midnight. Rotational on-call schedule, anticipated to be on-call for 7 days (1 week) per month.
- The incumbent must be able to deal with members of the public in potentially volatile situations while maintaining a calm and controlled approach.

I hereby certify, to the best of my knowledge, the information provided regarding this job description is complete and factual, and accurately describes the work performed.

<i>Employee's Signature</i>	<i>Employee's Name (print)</i>	<i>Date:</i>
<i>Supervisor's Signature</i>	<i>Supervisor's Name (print)</i>	<i>Date:</i>
<i>Director's Signature</i>	<i>Director's Name (print)</i>	<i>Date:</i>
<i>CAO's Signature</i>	<i>CAO's Name (print)</i>	<i>Date:</i>