



MAUI HUMANE SOCIETY
Job Description

The Maui Humane Society is committed to protect and save the lives of Maui's animals, accepting all in need, educating the community, and inspiring respect and compassion towards all animals.

Job/Position Title: Humane Enforcement Officer (HEO) - Hana **Status:** Non-Exempt **Date:** June 2022

Primary Purpose: Operates as part of the Humane Enforcement team by responding to routine and emergency calls for service, handling intake of animals, data entry as it pertains to enforcement activities, conducting investigations, enforcement of State and County laws pertaining to animal care and control, and provides dispatch services as assigned. Under the direct supervision of the Director of Humane Enforcement (DHE) and Enforcement Supervisor.

Essential Duties/Functions:

1. Reports for duty at the hours designated by the DHE.
2. Reads and familiarizes self with all emails of the day, SOPs, enforcement bulletins and related information.
3. Investigates all complaints regarding animal nuisances and reports of animal neglect, abuse and/or cruelty. Assists fellow officers with case follow-up. Assists with the interviews of victims, witnesses and suspects in all investigations.
4. Issues citations or takes other appropriate enforcement action for violations of animal control laws.
5. Responds to complaints from the public, conducts appropriate investigations and accurately documents all steps taken.
6. When assigned, carries out the duties of the Dispatcher including accepting routine and emergency calls from the public, dispatching officers to incident locations and logging all cases assigned to officers in Pet Point (animal shelter database). Inputs violation data into the computer and maintains an orderly filing system of incident reports.
7. Completes all initial and supplemental investigative reports in a thorough and timely manner.
8. Prepares the appropriate cases and provides courtroom testimony. Prepares citations and documentation required or requested by district court.
9. Educates animal owners on the proper care and treatment of their animals where negligence, neglect or other violations of State and County laws are evident. Participates in providing educational opportunities to the general public with others within the Maui Humane Society.
10. Performs preventative patrols to reduce violations of animal related laws and ordinances.
11. Operates radio using professional conduct and appropriate call codes.
12. Takes appropriate action in the removal of domestic DOA, injured, diseased, stray and unwanted animals from public and private property and transporting same to the proper location(s).
13. Provides rapid response to animal-related emergencies. May perform life sustaining care.
14. Takes appropriate action in seeking compliance of dog owners in licensing their animals; sells current Maui County dog licenses in the field as needed.
15. Processes animals brought into the shelter by Humane Enforcement to include checking for microchips, tattoos or other identification. Completes surrender forms and other required documentation; tags and logs intake animals; places intakes in appropriate cages or kennels with food, water and bedding.
16. Maintains HEO vehicles and work areas in a clean and orderly condition; keeps accurate inventory of HEO vehicle equipment and office supplies and reports defective or missing equipment promptly to their supervisor.

17. Notifies DHE of any incident or event which may receive media attention.
18. Participates in disaster preparedness and response activities for the shelter and community as it pertains to animal-related needs.
19. Interacts with co-workers and volunteers in an efficient and courteous manner to ensure a cooperative team environment among all departments.
20. Maintains and promotes a positive public image standard relevant to MHS.
21. Attends and participates in departmental and shelter meetings. Attends educational venues as recommended/directed.
22. Addresses and/or reports any safety hazards or unsafe use of MHS equipment.
23. Assists in providing the public with education as it relates to animal related law.
24. May assist in the intake of animals turned in at the shelter outside of business hours.
25. May assist in the opening and closing of the shelter.
26. May provide dispatch duties during dates and times as scheduled by the DHE.
27. Serve as a resource to the greater Hana community for animal needs.
28. Provide transport to/from Maui Humane Society for animals and community resources.
29. Coordinate visits to Hana for other Maui Humane Society staff.
30. Performs other duties as assigned or directed by the DHE or the Enforcement Supervisor.

Working Conditions: Air conditioned vehicles, outdoor environment in all weather conditions, air conditioned office.

Equipment Use: Telephone (landline and cell), computer, 800MHz radio, animal control vehicle, citation books, multiple forms, leashes, halters, muzzles, nets, various animal carriers, humane traps, snappy snares, cat tongs, catch poles, stretchers, pepper spray, expandable baton, hair clippers, tourniquets, needles, syringes, tranquilizers, injectable analgesics.

Work Hours: The Humane Enforcement Department is a 24 hours a day, 7 days a week, 365 days a year operation. This position requires 30 hours per week, and may require weekend and holiday availability. An officer may be reassigned to cover alternate shifts and overtime may be required.

Mental Demands: Requires exceptional attention to detail, courteous and professional demeanor, extensive interaction with staff and public; requires the ability to deal with difficult, stressful situations and demanding, uncooperative and sometimes hostile people. Requires the ability to think clearly, act quickly and utilize sound judgment in a variety of situations. Requires the ability to be self-disciplined and self-motivated.

Physical Demands: Requires lifting heavy objects up to 50 pounds (and at times weights exceeding that weight), physically capturing and restraining animals of various sizes, weights and species, walking and running various distances, climbing a variety of objects, crawling or dragging one's self into or under tight spaces, wading and swimming in various water conditions. Requires extensive driving over varying distances and terrain. Must be able to communicate clearly over the telephone, intercom and radio.

Qualification Requirements:

Skills/Knowledge: Excellent verbal, written, computer, and observation skills. Professional presence and conduct. Knowledge of customer service, telephone etiquette and safe vehicle operation. Knowledge of Maui geography and area locations is essential. Must be able to work effectively and respectfully with people of diverse cultures.

Education/Training: College degree or college course work desirable (particularly in the area of criminal justice or related fields) or individual courses or certifications directly related to Humane Law

Enforcement. Experience working in an animal shelter is a plus. Previous Animal Control or equivalent work experience is desirable. Extensive on-the-job training provided to include in-house certifications.

Experience: Must have a passion for animals and support the mission of the Maui Humane Society. Minimum 21 years of age. High school diploma, G.E.D. equivalency or high school proficiency certificate. Minimum 2 years experience working with the public in a professional capacity. Previous animal experience is beneficial. Possession of valid Hawaii driver's license with clean traffic and criminal abstract.

Additional Requirements: This position requires the ability to work independently, often in remote or sparsely populated areas. Familiarity with diverse cultures, specifically familiarity with Hawaii island culture, is extremely important. Excellent interpersonal and decision making skills are required, as well as experience in dealing with confrontational individuals. Assistance with confrontational situations will only be available via request of Maui Police Department (MPD), unless previously scheduled to have another HEO present. Applicants may need to house animals temporarily in kennels provided by Maui Humane Society, until the animals can be transported to the shelter. This position will require frequent driving between Hana and Maui Humane Society, in a Humane Enforcement vehicle.