

Animal Control Officer 2

Job ID: 63500

Job Category: Animal Care & Control

Division & Section: Municipal Licensing & Standards, MLS Toronto Animal Services

Work Location: Various, see below.

Job Type & Duration: Full-time, (3) Permanent, (1) Temporary (18 Months), (1) Temporary (12 Months)

Hourly Rate: \$43.08

Hours & Shift Information: 10/12 hours per shift, rotating 7 days/week; 80 hours in 2-week period

Affiliation: L416 Outside

Number of Positions Open: 5

Posting Period: 30-Apr-2026 to 25-May-2026

Location and Shift Information:

- 2 Permanent - 821 Progress Ave.
- 1 Permanent - 146 The East Mall
- 2 Temporary - 1530 Markham Road

Job Description:

Reporting to the Animal Services Supervisor, the Animal Control Officer 2 will conduct inspections and investigations on residential, commercial, and City property, in accordance with organizational standards and legislative requirements, to ensure compliance with the City of Toronto Municipal Code.

Major Responsibilities:

- Conducts proactive and reactive inspections and investigations on residential, commercial, and city property, in accordance with organizational standards and legislative requirements to ensure compliance with the City of Toronto Municipal Code, such as animal care; dangerous dogs; and animal noise.
- Conducts inspections and investigations into complaints related to animal matters, pursuant to the City of Toronto Municipal Code and the Dog Owners' Liability Act, including review of all related documentation.
- Initiates and conducts joint inspections and/or investigations with City divisions confidentially law enforcement agencies and provincial organizations.
- Issues Orders to Comply, Part I and Part III processes of the Provincial Offences Act for non-compliance of the Toronto Municipal Code, Dog Owners' Liability Act, and other City by-laws.

- Employs appropriate investigative techniques to gather and analyze evidence, and develop and implement plans, including conducting interviews of complainants, offenders, witnesses, and others having relevant information. Seizes, collects, documents, and properly stores all evidence, including photographic and video evidence.
- Completes required reports (i.e., Driver's Collision/Incident Report) and paperwork, in consultation with the legal team, to request search warrants from the Justice of the Peace to gain access to the property and seize animals, as required.
- Attends court and other quasi-judicial bodies to provide evidence.
- Conducts inspections and investigations and removes animal cadavers (domestic and wildlife) from public and private property that may present a risk to public safety.
- Provides humane and skilled capture, handling and restraint of domestic, exotic, and wild animals, transports animals safely to shelters or other locations, including sick and injured animals, as well as those that present a risk to public safety.
- Applies a customer service approach in interactions with others and, when problem-solving and addressing by-law infractions. Escalates issues, as required. Provides care of animals in custody, including feeding/watering, and observing and reporting health and behavior conditions. Administers animal health requirements and assists with and/or performs euthanasia under the direction of the Veterinarian.
- Interacts with the public, other law enforcement agencies, solicitors, City, and other government officials/agencies.
- Participates in the delivery of public education programs and animal services events.
- Promotes responsible pet ownership through the delivery of animal services programs.
- Utilizes computer systems to input, maintain and retrieve data and City records, and other information technologies related to animal services.
- Maintains animal service equipment, supplies and vehicle in a clean, sanitary, and organized manner, to meet all health and safety standards.
- Operates a pathological incinerator, as required.
- Performs work in a safe, efficient, and courteous manner.

Key Qualifications:

1. Post-secondary education in a related discipline (i.e. Law enforcement, Municipal by-law and/or Criminology).
2. Post-secondary education (certification or diploma) in animal care from recognized institution or the approved equivalent combination of education and/ or experience.

3. Experience working directly with animals.
4. Experience in law enforcement preparing investigation reports, identifying, and applying relevant municipal chapters and various legislations.
5. Experience in the use of a computerized records management system (i.e. Chameleon) and standard PC applications (i.e. Word, Excel, email, etc.).
6. Must possess and maintain a valid Province of Ontario Class "G" Driver's License and must have or shall be required to obtain the required City permit for the assigned vehicle(s) and equipment(s).

You must also have:

- Required to be immunized against rabies and have a titre test every two years to determine immunity level and if needed, receive booster vaccinations.
- Good physical condition, strength and agility are required for all aspects of the Animal Control Officer position, including long amounts of time spent driving, handling, and lifting animals, including deer, large dogs and heavy articles (i.e. crates, aquariums, animal supplies) weighing up to 25 kgs.
- Understanding of animal behaviour in domestic and wildlife species and the ability to handle and capture a wide variety of animals, including injured and possibly dangerous animals, humane capture tools, equipment, and techniques.
- Ability to work rotating shifts (day, afternoon, night, weekend, and holidays) and standby as required. May be required to do shift/overtime and weekend work in conformance with the Collective Agreement.
- Ability to conduct inspections and investigations including detailed report writing, field interviews, enforcement actions, case management, court preparation and testimony.
- Ability to work in a customer service environment with excellent interpersonal and conflict management skills, dealing effectively with all levels of staff, the public and external contacts in person, by telephone and in writing.
- Excellent organizational skills with the ability to multi-task, take initiative, exercise discretion, judgment work under time constraints and meet deadlines, to effectively carry out the various duties and responsibilities of this position, with minimal supervision and direction.
- Excellent and effective, verbal and written communication skills, and the ability to be tactful, patient and courteous, when dealing with the public, elected officials and staff.
- Excellent analytical, problem solving and decision-making skills with the ability to apply these skills when assessing difficult and challenging situations.
- Knowledge and understanding of the by-laws and legislative requirements related to animal services core functions.

- Ability to work independently and in a team environment.
- Must be familiar with the requirements of the Occupational Health and Safety Act and its regulations for the safe performance of his/her duties and responsibilities.

Please Note: Successful candidate will be required to provide a current Criminal Police Reference Check as a condition of employment for this position.

How to Apply:

For more information on this and other opportunities with the City of Toronto, visit us online at <https://jobs.toronto.ca/jobsatcity/job/Toronto-ANIMAL-CONTROL-OFFICER-2-ON-M5V-3C6/601847717/>. To apply online, submit your resume through the job portal, quoting **Job ID 63500**, by **Monday, May 25, 2026**.

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Accommodation

The City of Toronto is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. [Disability-related accommodation during the application process is available upon request](#). Learn more about the City's [Hiring Policies and Accommodation Process](#).