



ANIMAL SERVICES MANAGER

DEFINITION

Under general direction, the Animal Services Manager plans, organizes, and directs the activities of Animal Services within the City, including the enforcement of City ordinances and state laws relating to animal control activities; operates and maintains the City animal shelter and directs Animal Services staff who conduct animal control and shelter activities; establishes and implements animal control policies and procedures; advises staff of animal service operation issues; performs the most technical and complex tasks related to animal sheltering and animal control.

SUPERVISION EXERCISED

Exercises direct supervision over assigned subordinate personnel

EXAMPLES OF ESSENTIAL DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Manages all operational activities of animal control and of the animal shelter. Assigns and directs daily activities, including investigation of complaints, dangerous and/or vicious animals, welfare checks, other field services, and patrol, enforcement of state and local laws regarding animal control, feeding, care, adoption, placement, quarantine, euthanasia and disposal of animals held at the shelter, collection of fees, and shelter operation and maintenance, directly and through subordinates.

Performs operational activities to include, but are not limited to, 24-hour on-call response, adjusted work schedule, weekends, evenings, and holidays for emergency situations; ensures proper staff schedules and resources to adequately provide animal services throughout the City.

Develops and directs the implementation of Animal Services goals, objectives, policies, procedures, and work standards; Implements management systems, procedures, and standards for program evaluation. Prepares, reviews, and presents staff reports to City staff, the City Council, and other external agencies.

Preparation and administration of the Animal Services program budget; monitors the budget, submits budget recommendations, and develops additional revenue funding sources.

Assists in the selection and responsibility for training of Animal Services staff; monitors work activities to ensure compliance with established policies and procedures; prepares performance evaluations and ensures staff remains up to date on job-related training and development requirements; ensures observance of safe working practices.

Conducts staff meetings to explain and interpret rules and policies explain proper enforcement techniques and address identified problems. Confers with subordinates to develop plans and initiate procedural changes.

Develops public education programs concerning the responsibilities of animal ownership and proper care and control of animals; utilizes the City's website and other outreach methods to promote animal services events and programs.

Oversees the impounding and emergency veterinary care of injured, sick, or abandoned animals found on public or private property. Maintains and monitors the health of impounded animals and determines when veterinary care is warranted; ensures the health of impounded animals in accordance with current animal welfare and sheltering standards; manages shelter population.

Oversees veterinary care of animals in the shelter in conjunction with a veterinarian.

Responds to public inquiries; investigates and resolves complaints regarding animal services.

Oversees and directs volunteers in the course of participating in animal service activities.

Prepares or directs the preparation of a variety of studies and reports related to current animal shelter issues; identifies short-term and long-range needs and goals, and develops specific proposals to meet them; manages animal database to assure data integrity; analyses data and trends of animals entering the shelter.

Assures compliance with all State, County, and local laws and regulations covering the impounding, care, sale, euthanasia, and disposal of animals. Enforces laws governing the licensing and control of animals.

Ensures compliance of program activities to pertinent code and regulations, labor agreements, and guidelines; monitors developments related to animal services and evaluates their impact; implements necessary policy and procedural changes and improvements to adhere to such.

Establishes and maintains effective working relationships with other departments and agencies, the public, and animal welfare groups; coordinates the functions of the animal shelter with other public and private animal organizations.

Maintain records and files concerning operations and programs; prepare and review reports on operations and activities; maintain and provide records and information necessary for court hearings and the prosecution of cases related to animal services; appear and testify in court actions.

Advises supervisors, managers, and City administration on new programs, policies, and procedures; Develops policies and procedures for the implementation of new programs.

Attend and participate in professional group meetings; maintain awareness of new trends and developments in the field of animal services; incorporate new developments as appropriate into programs.

This position may require working on weekends, holidays and after-hours.

Perform related duties and responsibilities as assigned.

KNOWLEDGE, ABILITIES AND SKILLS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Modern principles, practices, and techniques of the control and care of animals.



Accepted principles and practices of organization, management, and supervision.

Principles and practices of business and public administration applicable to the operations of Animal Services.

Modern principles and practices used in the operation of an animal shelter.

Principles and practices of budget preparation and administration.

Methods and techniques of animal collection and impoundment.

Behavior and other characteristics of various breeds of dogs, cats, and other wild and domestic animals and livestock.

Modern principles and practices of animal care, including best practices, and first aid; Identification of symptoms and/or behaviors associated with diseases common to animals.

Current methods and equipment used in the care and control of animals.

Pertinent federal, state, and local laws, codes, and regulations including laws and regulations governing the care, housing, and control of animals.

Methods and techniques used in customer service and public relations.

Principles and procedures of record keeping and statistical analysis and reporting.

Principles of business communications; English usage, spelling, grammar, and punctuation.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Geographic features and locations within the area served.

Standard broadcasting procedures of a police radio system.

Occupational hazards and standard safety practices.

Ability and Skill to:

Direct Animal Services unit including animal shelter operations and animal control services and activities.

Select, train, and evaluate staff; Plan, organize, coordinate, and direct the work of assigned staff and organize work to meet changing priorities and deadlines.

Recommend and implement goals, objectives, policies, and procedures for providing animal services and activities.

Analyze situations quickly and determine appropriate responsive action by Animal Services personnel.

Communicate clearly and concisely, both orally and in writing; Prepare clear, accurate, and concise



records, reports, correspondence, and other written material.

Interpret legal and administrative directives.

Perform euthanasia.

Understand, interpret, and apply Federal, State, and local laws, codes, policies, and regulations and formulate regulations conforming to such directives; plans and organizes the implementation of such regulations.

Speak before and deal effectively with civic groups, local government, and the public.

Effectively represent the activities and services of Animal Services to outside individuals and agencies to accomplish the goals and objectives of the unit; speak before community groups, including advocacy groups.

Establish and maintain effective working relationships with those contacted in the course of work. Work cooperatively with other departments and outside agencies.

Perform the full range of animal control activities including the capture and care of a variety of domestic, exotic, and wild animals.

Recognize symptoms of rabies and other common animal diseases.

Operate a variety of animal control equipment in a safe and effective manner.

Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, staff, or other agencies on sensitive issues relating to animal services. Use good judgment and common sense in handling difficult situations.

QUALIFICATIONS

An equivalent combination of training and experience that would provide the required knowledge, skills, and abilities may be considered. A typical way to obtain the required qualifications can be a combination of the following:

EDUCATION/TRAINING:

An Associate's Degree from an accredited college or university with a major in public or business administration, animal science, or a closely related field (e.g., animal science); a Bachelor's Degree desirable and

EXPERIENCE:

Three (3) years of full-time, or its equivalent, in animal services operations including at least two (2) years in a jurisdiction responsible for the licensing, housing of animals, and field enforcement of state and local animal control laws and ordinances, and two (2) years of supervisory or management responsibilities with a City or County animal services agency, humane society, animal hospital, or related facility. Experience should include working with the public and program management and development.

OR: any combination of education/training and experience that would provide the required knowledge, skills and abilities.

LICENSE OR CERTIFICATE

Possession of a valid Class C California Driver's License and a good driving record.



Possession of, or ability to obtain, California Penal Code 832 certification within one (1) year of appointment

Possession of, or ability to obtain, Animal Control Officer II (ACO II) certification within one (1) year of appointment

Possession of, or ability to obtain, State of California euthanization certificate within six (6) months of employment.

Any required current or future required certification or training that is required under local, state, or federal laws, codes, or regulations.

ESSENTIAL JOB FUNCTIONS/A.D.A.

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

ENVIRONMENT:

Work is performed primarily in an office, kennel, and field environment; exposure to a variety of domestic and wild animals; exposure to infectious animal diseases, animal wastes, animal bites, allergens, moderate to loud noise levels, and extreme and/or inclement weather conditions including wet, hot, cold, wind, snow, and ice; exposure to cleaning chemicals, fumes, dust, and air contaminants requiring the use of personal protective equipment (PPE); incumbents may be required to work extended hours including evenings, weekends, and holidays. Employees may interact with staff and/or the public in a variety of emotional states during the course of conducting Animal Services duties.

PHYSICAL:

Primary functions require sufficient physical ability and mobility to travel, either walking, running, or utilizing a motorized vehicle, to various locations to pick up and dispose of animals; exert physical strength when handling animals and livestock; potential exposure to blood-borne pathogens while using hypodermic needles on the animal; animal scratches and bites; exposure to fumes, pungent odors, gases, chemical, pollens, and other airborne irritants. to stand or sit for prolonged periods of time; to occasionally stoop, bend, squat, kneel, crouch, reach, step up/down, jump, and twist; to lift, carry, push, and/or pull moderate to heavy amounts of weight in order to perform necessary job functions; to operate office equipment including use of a computer keyboard; to operate assigned equipment and vehicle; and to verbally communicate to exchange information.

This class specification identifies the essential functions typically assigned to positions in this class. Other duties not described may be assigned to employees in order to meet changing business needs or staffing levels but will be reasonably related to an employee's position and qualifications. Other duties outside of an individual's skill level may also be assigned on a short-term basis in order to provide job enrichment opportunities or to address emergency situations.

