

**ANIMAL CONTROL SHELTER
SUPERVISOR**Class Code:
2018**SALARY RANGE**\$17.16 - \$20.86 Hourly
\$1,372.80 - \$1,668.80 Biweekly
\$35,692.80 - \$43,388.80 Annually**THE POSITION:****JOB SUMMARY AND DISTINGUISHING FEATURES:**

Supervises and performs a variety of complex administrative and technical functions which include: coordinating the work processes for the unit or division; training employees; appraising employee performance; overseeing the care of animals housed; managing dog licensing program; and developing various reports by researching and gathering information, statistics, etc.

EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:

All responsibilities may not be performed by all incumbents.

- Carries out supervisory responsibility in accordance with policies, procedures and applicable laws including: interviewing, hiring and training, planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Plans, organizes, assigns, reviews, and controls work production and activities, to include procedures, allocation of resources, problem resolution, and training of employees.
- Reviews daily shelter activities such as complaints, requests for service, inquiries, impounds, redemptions, adoptions, etc.
- Oversees the department's computer network upgrade and changes and monitors data entry functions of staff.
- Prepares complex, routine and non-routine reports for budgetary, public information and technical aspects of the work and as requested, utilizing a variety of software; receives, sorts, and summarizes material for the preparation of reports; prepares work reports; relays and interprets administrative decision, policies and instructions.
- Assists in the development of the budget.
- Impounds, redeems and arranges for the placement of animals.
- Oversees the care of animals housed in the facility.
- Monitors various inventories and replenishes, as needed.
- Maintains records of federally controlled drugs.
- Formats and types letters, memos, charts, labels, reports, or other correspondence on a word processor or typewriter and proofs correspondence and related documents of staff.
- Composes correspondence in accordance with standard policies; answers various inquiries; explains policies and procedures and arranges appointments; processes routine and non-routine matters independently.
- Takes policy, service and information requests relating to governmental activities and refers to proper divisions for processing and providing information; updates and maintains service and information requests through complex record keeping; performs reference and statistical work on computers, maintains and files confidential and other specialized reports

- Enters and retrieves a variety of complex information from a computer terminal.
- Performs fiscal operations unique to department.
- Issues court citations and provides testimony in court, as required.
- Generates repair and service orders and supervises repairs.
- Disseminates a variety of information and/or reports to various agencies, divisions, or departments via telephone, mail, email or fax.
- May serve as backup for other positions within the department.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Personal Computer and/or Terminal Typewriter
General Office Equipment
Paging System
Two-way Radio
Truck
Catch Pole

MINIMUM QUALIFICATIONS REQUIRED**Education and Experience:**

High school diploma or GED. An Associate's Degree in office or business management is preferred; and,

Two to three years of progressively responsible experience performing administrative and technical duties such as supervising the work of others, developing reports, and administering animal controls policies and processes; or,

Any combination of related education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

Valid Driver's License

KNOWLEDGE, SKILLS, AND ABILITIES:**Knowledge of:**

- Administrative principles and practices including goal-setting and implementation.
- Administration of staff and activities.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Internal departmental policies and procedures.
- Codes and regulations pertaining to the control and treatment of animals.
- External governmental bodies and agencies related to area of assignment.
- All computer applications and hardware related to performance of the essential functions of the job.
- Standard business arithmetic, including percentages and decimals.
- Record keeping, report preparation, filing methods and records management techniques.
- General office procedures, policies and practices, as well as knowledge of computer and other general office equipment.

Skill in:

- Planning, organizing, assigning, directing, reviewing and evaluating the work of staff.
- Selecting and motivating staff and providing for their training and professional development.
- Analyzing and resolving office administrative situations and problems.
- Preparing clear and concise reports, correspondence and other written materials.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Using a VDT to accurately and rapidly enter and retrieve data and information.
- Communicating orally with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.
- Operating and routine maintenance of facilities and general office machines such as copiers, facsimile machines, telephone systems, and paging systems.

Mental and Physical Abilities:

- Ability to read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, and so forth.
- Ability to understand and carry out written and oral instructions, giving close attention to detail and accuracy.
- Ability to recognize the symptoms of rabies in animals.
- Ability to prepare and process fiscal and administrative records and reports.
- Ability to handle and work with animals safely, in a humane manner and in hazardous and non-hazardous situations.
- Ability to safely operate light trucks in accordance with traffic laws.
- Ability to establish and maintain effective working relationships with others.
- Ability to draft and type correspondence.
- Ability to add, subtract, multiply and divide whole numbers, common fractions and decimals.
- Ability to deal with problems involving several concrete variables in standardized situations.
- While performing the essential functions of this job the employee is regularly required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms, stoop, kneel, crouch, or crawl, speak and hear, smell, and lift and/or move up to 100 pounds.

OTHER INFORMATION:**Working Conditions:**

While performing the essential functions of this job the employee is regularly exposed to fumes or airborne particles, toxic or caustic chemicals, outdoor weather conditions, and violent and/or diseased animals.

The incumbent's working conditions are typically loud.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: ANIMAL CONTROL SHELTER SUPERVISOR

CLASS CODE: 2018

DEPARTMENT: ANIMAL CONTROL

FLSA STATUS: N

REPORTS TO: ANIMAL CONTROL DIRECTOR

DATE: 08/02

**ANIMAL SHELTER MANAGER**Class Code:
0136**SALARY RANGE**

\$32.54 - \$39.55 Hourly
\$2,603.20 - \$3,164.00 Biweekly
\$67,683.20 - \$82,264.00 Annually

THE POSITION:**JOB SUMMARY:**

Primary responsibility is to manage, organize and coordinate the programmatic, administrative and operational activities of the Animal Care and Control Division including long and short range planning, policy development and staff management; manage and supervise the work of all Animal Care and Control staff; establish and implement Animal Care and Control's objectives and performance standards; promote, coordinate, and participate in collaborative activities, programs, and projects with outside agencies and department staff; represent Animal Care and Control during administrative and criminal proceedings; participate in negotiating contracts for animal services with city managers and other entities and act as public information officer. Division is responsible for delivering comprehensive animal care and control services and enforcing all applicable laws and regulations.

DISTINGUISHING CHARACTERISTICS:

This single position class serves to administer the Animal Care and Control Division and is responsible for the operations of the County's Animal Care and Control Division and its programs. This class is distinguished from the Animal Shelter Supervisor by the oversight of the division and a higher degree of autonomous decision-making by the Animal Shelter Manager and a direct reporting relationship with the Assistant Public Health Director.

SUPERVISION EXERCISED:

Exercises supervision over subordinate supervisors and other staff.

EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:

Duties may include but are not limited to the following:

- Direct and manage division staff responsible for performing various animal care and control services; carry out supervisory and managerial responsibility in accordance with policies, procedures and applicable laws including: interviewing, hiring and training, planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Plan, organize, assign, review, and control work production and activities, to include procedures, allocation of resources, problem resolution, and training of employees.
- Develop, communicate, recommend and monitor policies, procedures, and standards for the department.
- Supervise and monitor current system database; assist with implementation of system updates; prepare system reports for budgetary, technical and technical information.
- Oversee the management of the County's animal shelters, including supervising record keeping, monitoring and reviewing cash receipts, purchase transactions, supply inventory, payroll and billing for animal related services.
- Monitor and evaluate the level of service to the public by reviewing activity reports,

complaints, fiscal records, vehicle and equipment maintenance and through observing staff performance in the field and in the animal shelters.

- Assist in the preparation and justification of the budget; compile statistics, assemble cost/revenue data; recommend staffing requirements, capital improvement or fixed asset purchases for the Animal Care and Control.
- Participate in negotiating and monitoring City, Federal and Indian reservation and rancheria contracts.
- Assist in planning goals, objectives, organizational structure, and overall direction of Animal Care and Control.
- Plan, implement and carry out disaster preparedness and response plans regarding the care and safety of animals.
- Coordinate the activities of Animal Care and Control with Public Health and other departments and outside agencies.
- Develop and direct employee training programs in public relations, laws and regulations and other areas.
- Analyze and evaluate overall program for effectiveness; recommend improvement when necessary.
- Represent Animal Care and Control at various business or public gatherings and advocates for animal services.
- Prepare public information releases; respond to public inquiries and complaints regarding Animal Care and Control activities; respond to sensitive or disaster situations that require immediate attention and decision-making.
- Perform other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

General Office Equipment
Computer
Fax
Copier
Vehicle

MINIMUM QUALIFICATIONS REQUIRED**Education and Experience:**

Bachelor's degree from an accredited four-year college or university in Business Administration, Public Administration, Public Health, Animal Science or closely related field; and four years of increasingly responsible administrative or management experience, or experience in licensing, patrolling, kenneling or enforcement work in an animal care/protection or law enforcement agency; with at least one year experience performing full supervisory functions. Related experience may be substituted for up to two years of the education at a rate of two years of experience to one year of education.

Licenses and Certifications:

Valid Driver's License

KNOWLEDGE, SKILLS, AND ABILITIES:**Knowledge of:**

- Administrative principles and practices, including goal setting and implementation.

- Principles, practices, and techniques used in animal control, custody, and care.
- Administration of staff and activities, either directly or through subordinate supervision.
- Applicable state, federal and local ordinances, laws, rules and regulations.
- Methods and techniques of research, statistical analysis and report presentation.
- Budgetary principles and practices.
- All computer applications and hardware related to performance of the essential functions of the job.

Skill in:

- Planning, organizing, assigning, directing, reviewing and evaluating the work of staff.
- Selecting and motivating staff and providing for their training and professional development.
- Preparing clear and concise reports, correspondence and other written materials.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving situations and problems.
- Researching, compiling, and summarizing a variety of informational and statistical data and materials.
- Organizing work, setting priorities, meeting critical deadlines with a minimum of direction.
- Applying logical thinking to solve problems or accomplish tasks.
- Understanding, interpreting and communicating complicated policies, procedures and protocols.
- Communicating clearly and effectively, both orally and in writing.

Mental and Physical Abilities:

- Ability to establish and maintain effective working relationships with a variety of individuals.
- Ability to solve practical problems and deal with a variety of situations where only limited standardization exists.
- Ability to interpret, apply and enforce laws, regulations, ordinances and policies related to animal control.
- Ability to work with and handle animals safely, in a humane manner in hazardous and non-hazardous situations.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- While performing the essential functions of this job the employee is regularly required to sit, use hands to finger, handle, or feel, and speak and hear.
- While performing the essential functions of this job, employee is occasionally required to lift and/or move up to 20 pounds.

OTHER INFORMATION:**Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The working conditions are typically moderately quiet; however can be loud at times.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: ANIMAL SHELTER MANAGER
DEPARTMENT: PUBLIC HEALTH
FLSA STATUS: E
REPORTS TO: ASSISTANT PUBLIC HEALTH DIRECTOR
DATE: 08/06 REV: 6/16
CIVIL SERVICE: YES
BARGAINING UNIT: MANAGEMENT