

ANIMAL SERVICES SUPERVISOR

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Under general direction, supervises, assigns, reviews, and participates in the work of staff responsible for providing the services and activities of the Animal Services unit within the Police Department, including the enforcement of City ordinances and state laws relating to animal control activities as well as the operations of the City's animal shelter; ensures work quality and adherence to established policies and procedures; and performs the more technical and complex tasks relative to assigned area of responsibility.

REPRESENTATIVE 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.

1. Plan, prioritize, assign, supervise, review, and participate in the work of staff responsible for providing Animal Services unit services and activities including the enforcement of City ordinances and state laws relating to animal control activities as well as the operations of the City's animal shelter; ensure staff observe safe work practices.
2. Establish schedules and methods for providing animal shelter and animal control services and activities; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.
3. Participate in the development of goals and objectives as well as policies and procedures; make recommendations for changes and improvements to existing standards, policies, and procedures; participate in the implementation of approved policies and procedures; monitor work activities to ensure compliance with established policies and procedures.
4. Participate in the selection of animal shelter and animal control staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
5. Participate in the preparation and administration of the Animal Services program budget; submit budget recommendations; monitor expenditures.
6. Maintain and monitor the health of impounded animals; make decisions as to which animals need to be euthanized; euthanize animals.
7. Monitor and assist in animal control field services including responding to complaints, welfare checks, dangerous animals, and other calls for service.
8. Establish and maintain effective working relationships with other departments, the public, and other animal welfare agencies; coordinate the functions of the animal shelter with other public and private animal organizations.
9. Perform the most technical and complex tasks of the work unit; arbitrate conflicts between the public and the policies of the animal shelter.

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10. 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 control.
11. 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.
12. Make public presentations before groups and represent the unit and the City at meetings and conferences.
13. Perform related duties as required.

QUALIFICATIONS

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:

- Operations, services, and activities of an animal services program including animal control and animal shelter services and activities.
- Principles of supervision, training, and performance evaluation.
- Basic principles and practices of budget preparation and administration.
- Principles and practices of used in the operation of an animal shelter.
- 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.
- Principles and practices of animal care and first aid.
- Symptoms and behavior associated with rabies and other common diseases of animals.
- 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.
- Principles of business letter writing and basic report preparation.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- English usage, spelling, grammar, and punctuation.
- Geographic features and locations within the area served.
- Standard broadcasting procedures of a police radio system.
- Occupational hazards and standard safety practices.

Ability to:

- Coordinate and direct animal services programs including animal shelter operations and animal control services and activities.
- Supervise, organize, and review the work of assigned staff involved in animal services programs and operations.
- Select, train, and evaluate staff.
- Recommend and implement goals, objectives, policies, and procedures for providing animal shelter and animal control services and activities.

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- Understand the organization and operation of the organization and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.
- Participate in the preparation and administration of assigned budgets.
- Perform the full range of animal control activities.
- Capture and care for a variety of domestic, exotic and wild animals.
- Recognize symptoms of rabies and common animal diseases.
- Perform euthanasia.
- Operate a variety of animal control equipment in a safe and effective manner.
- Plan and organize work to meet changing priorities and deadlines.
- Effectively represent the Animal Services unit to outside individuals and agencies to accomplish the goals and objectives of the unit; speak before community groups, including advocacy groups.
- Work cooperatively with other departments and outside agencies.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, staff, or other agencies on sensitive issues in area of responsibility.
- Prepare clear and concise records, reports, correspondence and other written material.
- Use good judgment and common sense in handling difficult situations.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines

Education/Training:

Completion of the twelfth grade. Additional specialized training in animal care and control, supervisory techniques, and other areas related area of assignment is desirable.

Experience:

Four years of responsible animal services experience in animal control and shelter operations including one year of administrative and/or lead supervisory experience.

License or Certificate:

Possession of an appropriate, valid driver's license.

Possession of, or the ability to obtain during probationary period, a certificate for the euthanization of animals.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

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, and inclement weather conditions; incumbents may be required to work extended hours including evenings, weekends, and holidays.

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Physical: Primary functions require sufficient physical ability and mobility to travel to various locations to pick up and dispose of animals; exert physical strength when handling animals and livestock; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull moderate to heavy amounts of weight; to operate office equipment including use of a computer keyboard; to operate assigned equipment and vehicle; and to verbally communicate to exchange information.

FLSA: Exempt

Created: October 2007

Revised: September 2013

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.