



November 2015
FLSA: EXEMPT

DIRECTOR OF ANIMAL SERVICES

DEFINITION

The individual in this position is appointed by the Town Manager and works at the pleasure of the Town Manager and receives all direction and supervision from the Assistant Town Manager. Under the direction of the Assistant Town Manager, the Director of Animal Services plans, organizes, and directs the operations and programs of the Animal Services Department; develop, coordinate, and implement policies and procedures affecting Animal Services activities, programs, and services; direct and participate in the enforcement of animal regulation laws, ordinances, and codes; fosters cooperative working relationships among Town departments and with intergovernmental and regulatory agencies, and various public and private groups; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Assistant Town Manager. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision over management, professional, technical, and clerical staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a department head classification that oversees, directs, and participates in all activities of the Animal Services Department, including short- and long-range planning and development and administration. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering Town goals and objectives within general policy guidelines.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plan, organize, and direct operations of the Animal Services Department, providing direction and control for staff activities, programs, services, and line operations; select, assign and direct subordinate supervisors and other key staff and evaluate their performance.
- Enforce federal, State, and local laws and ordinances relating to animal control services; maintain contact with State, local, and other agencies relative to Animal Services concerns.
- Identify problem areas and develop resolutions and enhancements to operations; monitor, evaluate and recommend methods for improving the efficiency of services provided; determine long-range personnel needs.

- Oversee the development and standardization of procedures and methods to improve the efficiency and effectiveness of Animal Services programs; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, administrative, and support systems, and internal reporting relationships.
- Communicate, interface, and coordinate with the community to develop programs that enhance or support the department; may speak at community, civic, and business groups to assure communications with animal rights' advocates and others; through subordinate staff, assures adequate outreach for volunteer assistance.
- Coordinate programs for developing, implementing and maintaining consistent policies and procedures; review policies and procedures for effectiveness and consistency with service goals, standards, and current needs.
- Prepare and submit program budget; supervise the review of expenditures and maintenance of budgetary controls including needs for personnel and equipment.
- Trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations.
- Attends and participates in professional group, committee, and task force meetings; stays abreast of new trends and innovations in Animal Services administration.
- Serves as a liaison with private and public organizations and Town, other city, county, and state agencies to address any problems, implement legal regulation changes, or determine the distribution of funds.
- Establishes and maintains positive community relations through programs, demonstrations, and public assistance regarding Animal Services programs; and answers specific and general questions.
- Monitors changes in laws, regulations, and technology that may affect Town or Departmental operations; recommends policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and complex reports on special projects as assigned.
- Participates on and makes presentations to the Town Council and a variety of boards and commissions.
- Directs the maintenance of working and official Departmental files.
- Performs other duties as assigned.

QUALIFICATIONS

- Knowledge of laws and regulations pertaining to animal regulation and rabies control.
- Principles of management, including organization, supervision, budget administration and control.
- Regulations regarding the humane treatment of animals as promulgated by the American Humane Association and/or other organizations.
- Criminal justice processes as they relate to Animal Control law enforcement.
- Administrative principles and practices, including goal setting, program development, implementation and evaluation, project management, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of employee management, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Applicable Federal, State, and local laws, codes, court decisions, and regulations, including administrative and departmental policies concerning the operation of the Animal Services Department.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned Department.

- Principles, practices, methods, and techniques of Animal Services administration.
- Techniques and practices of public speaking and making presentations before small groups.
- Principles of record keeping and reporting.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the Town in contacts with governmental agencies, community groups, various business, professional, and regulatory organizations and with property owners, developers, contractors, and the public.
- Techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Plan, organize, schedule, assign, review, and evaluate the work of staff.
- Train staff in work procedures.
- Evaluate and recommend improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Interpret and apply applicable Federal, State, and local laws, codes, and regulations, including administrative and Departmental policies.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the Department and the Town in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations and in meetings with individuals.
- Identify and be responsive to community issues, concerns, and needs.
- Effectively respond to calls for services.
- Access, retrieve, enter, and update information using a computer terminal.
- Maintain accurate records and files of work performed.
- Organize work, set priorities, meet critical deadlines, and exercise sound, independent judgment within established guidelines.
- Operate modern office equipment, including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with employees and those contacted in the course of the work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education: Possession of a Bachelor's degree from an accredited college or university, preferably with a major in business or public administration, or a closely related field is required. Possession of a Master's degree from an accredited college or university with a major in business or public administration, or closely related field is highly preferred.

Experience: Five (5) years of experience in municipal government setting with combined experience in: 1) Providing humane care and handling of animals in a veterinary hospital setting; and 2) Enforcement and communication of animals services codes, ordinances, and regulations. Experience must include two (2) years in a management or supervisory capacity responsibility for budgetary planning, regulatory compliance, staff supervision, integration of department activities, and community and public relations.

Licenses/Certifications:

- Valid California class C driver's license with satisfactory driving record and automobile insurance.
- Completion of PC 832 Peace Officers Training class.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle; and to walk on uneven terrain; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily an office classification with frequent standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information and evaluate and/or restrain animals. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees primarily work in an office environment with moderate noise levels and controlled temperature conditions. Employees occasionally work outside with exposure to loud noise levels and may be exposed to inclement weather conditions, animal hair, dust, and potentially hazardous physical substances. May involve exposure to wild, dangerous, and/or diseased animals, and animals known to cause allergies. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing Departmental policies and procedures.