



March 2014
FLSA: NON-EXEMPT

ANIMAL SERVICES SUPERVISOR

DEFINITION

Under general direction, plans, schedules, organizes, supervises, reviews, and evaluates the activities of the Town's Animal Services; recommends and implements specific departmental operational programs; provides complex administrative support to the Director of Municipal Services; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Animal Services Manager. Exercises direct and general supervision over animal services and other assigned personnel.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the animal services class series that is responsible for overseeing animal services activities, including paraprofessional veterinary medical care and treatment of animals. While the incumbents may respond to calls for service or become involved with animal care activities, the primary responsibilities are supervisory and administrative, including the coordination of activities with those of other Town departments. This class is distinguished from the Director of Municipal Services in that the latter has overall responsibility for all animal services, waste management, transit, volunteer, code enforcement, and grant administration programs and for developing, implementing and interpreting public policy.

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.

- Assists in management, development, and implementation of goals, objectives, policies, and priorities for the Department; recommends within departmental policy, appropriate service and staffing levels.
- Plans, manages, and oversees the daily functions, operations, and activities of Animal Services.
- Recommends and standardizes procedures and methods to improve the efficiency and effectiveness of animal services and programs; continuously 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.
- Assists in coordinating the work plan for the assigned staff; meets with staff to identify and resolve problems; ensures coverage of staff for all shifts and assignments; assigns work activities, projects,

- and programs; monitors work flow; reviews and evaluates service delivery, methods, and procedures; makes recommendations for improvement and ensures maximum effective service provision.
- Trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; assists in selection of new personnel.
 - Creates statistical reports, prepares and analyzes information in order to assess animal services operations.
 - Provides paraprofessional veterinary medical care and treatment of animals, including triage, collecting specimens, evaluating health of animals, performing fecal, skin scraping and ear swab analysis, testing for animal diseases and prescribing appropriate treatment.
 - Administers medications, first aid, and vaccinations on animals.
 - Documents, logs, and enters into database physical findings, laboratory test results, medications, vaccinations, and other treatments.
 - Provides care to impounded animals by providing food, water, and comfort; observes animal behavior and health; assesses and determines disposition of impounded animals.
 - Monitors euthanasia process, including appropriate application of humane restraint, accuracy of record keeping, appropriate administration of drugs, adherence to safety protocols, and compliance with established Federal, State, and local regulations.
 - Monitors use and maintenance of controlled substance inventory and usage logs as required by Federal, State, and local regulations.
 - Conducts facility inspections to identify health or injury risks to employees and creates action plans to address findings.
 - Supervises volunteers and work release workers.
 - Answers questions regarding the medical treatment of animals, regulations, adoption and licensing, and department policies and procedures.
 - Documents facility inspections and corrective action taken in Injury/Illness Prevention binder.
 - Maintains liaison and fosters positive relationships with breed placement or rescue groups to maximize animal services adoption efforts and minimize euthanasia of animals.
 - Meets with vendors to acquire estimates and schedule repair or replacement of facilities and equipment.
 - Coordinates and conducts community tours of animal services facilities.
 - Advises Animal Control Supervisor of animal abuse or neglect and provides supporting documentation, such as photographs, examination notes, or diagnostic results.
 - Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, 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 a municipal animal services facility.
- Organization and management practices as applied to the analysis and evaluation of programs, policies, and operational needs of the assigned department.
- Methods and techniques of handling, collection, impoundment, treatment and registration of a variety of wild and domestic animals in various conditions.
- Identification of various breeds of dogs, cats, and other domestic and wild animals.
- Principles of animal behavior and care.
- Applicable codes, regulations, policies, and technical processes and procedures related to the department to which assigned.

- Modern office administrative and secretarial practices and procedures, including the use of standard office equipment.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Business arithmetic and basic statistical techniques.
- Principles of record keeping and cash handling.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.
- 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.
- Make sound, independent decisions in day-to-day activities and in emergency situations.
- 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, explain, and ensure compliance with Town policies and procedures, complex laws, codes, regulations and ordinances.
- 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.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Recognize normal and abnormal animal behavior.
- Handle animals in a humane and compassionate manner.
- Provide appropriate medical evaluation, analysis, and treatment of animals.
- Learn, interpret, and apply administrative and departmental policies and procedures.
- Compose correspondence and reports from brief instructions.
- Make accurate arithmetic, financial and statistical computations.
- Organize own work, coordinate projects, set priorities, meet critical time deadlines, and follow-up on assignments with a minimum of direction.
- 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 and legal guidelines in politically sensitive situations.
- Establish and maintain effective working relationships with those contacted in the course of 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:

Equivalent to the completion of the twelfth (12th) grade and five (5) years of experience in caring for animals in a veterinary hospital setting, including two (2) years of supervisory experience.

License:

- Valid California class C driver's license with satisfactory driving record and automobile insurance.
- Registered as a Registered Veterinary Technician (RVT) by the State of California Veterinary Medical Board.
- Must maintain a current Controlled Substance Registration Certificate from the Drug Enforcement Administration.

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. Wrist flexion and lateral rotation are necessary in combination with grasping to handle a snare and leash. 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.