



May 2007
FLSA: NON-EXEMPT

ANIMAL CONTROL SUPERVISOR

DEFINITION

Under general direction, plans, schedules, organizes, supervises, reviews and evaluates the activities of the Animal Control function; 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 Director of Municipal Services. Exercises direct and general supervision over animal control and other assigned personnel.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the animal control class series that is responsible for overseeing animal control activities, including field patrol, investigation, and quarantine of specified animals. While the incumbents may respond to calls for service or become involved with investigations, 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 control, animal shelter, 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 the Animal Control function.
- Recommends and standardizes procedures and methods to improve the efficiency and effectiveness of animal control 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,

- Trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; assists in selection of new personnel.
- Patrols areas within the Town and enforces animal services codes, ordinances, and regulations; investigates reports of animal abuse; issues citations; collects fees; takes other appropriate actions.
- Captures and impounds unlicensed, stray, and uncontrolled animals; transports animals to shelter; arranges for proper storage and humane care.
- Picks up dead or injured animals; provides aid to injured animals; transports animals to shelter for treatment or euthanasia; medicates and vaccinates animals to be adopted.
- Responds to calls from citizens for animal services; investigates complaints involving animals; investigates reports of dogs, cats, or other animals creating nuisances.
- Establishes and maintains positive community relations through programs, demonstrations, and public assistance regarding humane animal services, including wildlife issues, adoption procedures, and enforcement of animals regulations; and answers related questions.
- Identifies and investigates animal related crimes, interviews witnesses, collects evidence, writes reports, and testifies in court.
- Oversees warrant issuing processing, including writing warrants for judge approval and serving warrants to residence.
- Reviews and approves administrative hearing cases and all paperwork for legal requirements; provides testimony and evidence at administrative hearings.
- Investigates reports of animal bites and completes state mandated quarantines as necessary.
- Determines whether calls meet the criteria for emergency response and call out and how quarantines should be handled; evaluates and authorizes immediate euthanasia of sick and injured animals, emergency seizure of animals, and owner relinquishments in the field; determines whether a criminal complaint and/or dangerous/vicious animal investigation should be initiated.
- Follows up on investigations on previously issued notices, citations, service requests, public nuisance animals, abandoned animals, and habitual violators.
- Answers questions regarding the enforcement of animal services, regulations, adoption, and licensing policies and procedures.
- Prepares reports and maintains records, logs, and files of activities; prepares cases and complaints for court action.
- Inspects, cleans, and performs preventive maintenance on vehicle such as checking oil, water, tires, and lights, and related maintenance duties; arranges service and repair of vehicles.
- Maintain Public Nuisance files by initiating property inspections, sending invoices, and checking file for proper paperwork.
- Provides stand-by duty, as assigned, by responding to emergency calls, maintaining contact with answering service, resolving building alarm codes, and checking facility area for intruders or escaped animals.
- Supervise work release workers, as assigned.
- 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 the animal control function.

- 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, 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.
- Principles, practices, methods, and techniques of code violation investigation and compliance.
- Practices for documenting inspections, correcting violations, and carrying through on court procedures.
- Occupational hazards and standard safety practices necessary in the area of animal services.
- Techniques and practices of public speaking and making presentation 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 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 Federal, State, and Town laws, codes, regulations, and ordinances, including administrative and departmental policies.
- 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 potentially dangerous animals in a safe manner.
- Inoculate and medicate animals, after completion of the appropriate training.
- Interpret, explain, apply, and enforce laws, ordinances, and regulations pertaining to animal services.
- Access, retrieve, enter, and update information using a computer terminal.
- Operate and maintain a variety of animal control equipment.
- Make accurate mathematic computations.
- Organize work, set priorities, and meet critical deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Operate a two-way radio.

- Operate and maintain a variety of Animal Control equipment.
- 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.
- Respond to emergency calls within 30 minutes while on stand-by duty.

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 the enforcement and communication of animals services codes, ordinances, and regulations and the humane care and handling of animals, including two (2) years of supervisory experience.

License:

- Valid California class C driver's license with satisfactory driving record and automobile insurance.
- Current PC 832 of the Peace Officers Training Certificate.
- Must obtain initial or renewal of euthanasia certification.

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, to inspect various Town and residential sites, 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 also a field classification with frequent standing in work areas and walking between work areas 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. Employees must possess the ability to lift, carry, push, and pull animals of 75 pounds, as necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees primarily work outside with occasional 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.