

## **ANIMAL SERVICES MANAGER**

Job descriptions are intended to present a broad and general range of duties which includes purpose, responsibilities, and scope of work. Job descriptions are not intended to reflect all duties performed within the job.

### **DESCRIPTION**

Under general direction, plans, organizes, maintains and directs the activities of the Animal Services Division within the Police department; including the enforcement of City ordinances and state laws relating to animal control and animal shelter activities; establishes and implements policies and procedures; advises the Police Chief and command staff on animal service operation issues; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Animal Services Manager is distinguished from the Animal Services Supervisor in that it has overall responsibility for program planning and development, management, and administration for the entire division.

### **EXAMPLE OF DUTIES:**

Duties may include, but are not limited to, the following:

Plans, organizes, directs and manages personnel and activities of the Animal Services Division; Interviews, selects, supervises and trains Animal Services staff, including volunteers; Prepares performance evaluations and ensures their job-related training and development;

Monitors work activities to ensure compliance with established policies and procedures;

Assigns and directs the daily activities of the Animal Shelter, including investigation of complaints, dangerous animals, welfare checks, other field services and patrol, enforcement of state and local laws regarding animal control, feeding, care, adoption, placement, quarantine, euthanasia and disposal of animals held at the shelter, collection of fees, and shelter operation and maintenance;

Assists in the preparation and administration of the Animal Services program budget;

Researches, recommends, prepares, evaluates, and monitors grants;

Develops public education programs concerning the responsibilities of animal ownership and proper care and control of animals;

Oversees the impounding and emergency veterinary care of injured, sick or abandoned animals found on public or private property; Maintains and monitors the health of

impounded animals; ensures the health of animals in accordance with current animal welfare and sheltering standards; Manages shelter population;

Investigates and resolves complaints regarding animal control and shelter activity; ensures observance of safe working practices;

Oversees and directs the activities of the Tracy Animal Shelter volunteer program;

Prepares a variety of studies and reports related to current animal shelter issues and long range City needs, and develops specific proposals to meet them; Maintains 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;

Assures compliance with Federal and State, County and local laws and regulations covering the impounding, care, sale, euthanasia and disposal of animals; Enforces laws governing the licensing and control of animals;

Prepares and presents staff reports and other documentation for presentation at City Council meetings; Makes public presentations before groups and represent the Department and the City at meetings and conferences; Attends and participates in professional group meetings; Coordinates the functions of the animal shelter with other public and private animal organizations;

Establishes and maintains effective working relationships with other departments, the public, and other animal welfare groups; Deals courteously and effectively with staff, representatives of other departments and agencies, vendors, and members of the general public;

Develops policies and procedures for the implementation of new programs; ensuring the effective integration of field and shelter policies with the department;

Directs and participates in the development of both short-term goals and long-range objectives of departmental operations;

Maintains awareness of new trends in progressive sheltering and developments in the field of animal services; Incorporates new developments as appropriate into programs;

Monitors the efficiency and effectiveness of operation activities and recommends ways to increase productivity;

Performs other duties related to the operation of the department and the City including additional duties that enable the department and City to meet the diverse needs of its community.

## **Minimum Qualifications**

### Knowledge of:

Advanced principles and practices of animal services management including the areas related to animal licensing, recovery, sheltering and pet adoption;

Advanced principles of program management and administration, contract, and project management;

Techniques for effectively representing the City in contracts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations;

Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff;

Principles of supervision; training and performance evaluation;

Federal and State and local laws, codes, ordinances & regulations governing animal services and shelter operations; including, but not limited to, licensing, quarantine, impounding, care, adoption, releasing and disposal of animals;

Methods and equipment used in handling various types of small and large animals;

Principles and practices of municipal budget preparation and administration;

Principles and practices of record keeping;

Office procedures, methods and equipment including computers, and applicable software applications, such as word processing, spreadsheets, and databases;

Occupational hazards and standard safety practices.

### Ability to:

Manage the Animal Services division including shelter facility operations and animal control services and activities;

Oversee, direct, and coordinate the work of lower level staff. Select, supervise, train, and evaluate staff;

Recommend and implement goals, objectives, policies and procedures for providing animal services.

Understand the structure and operations of municipalities, non-profits, and private organizations engaged in animal care services;

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;

Prepare and administer budgets;

Prepare and present clear and concise reports;

Research, analyze, evaluate and implement service delivery methods and techniques.

Oversee the maintenance of accurate, complete case files for hearings and court proceedings;

Make presentations to community groups and testify in hearings and court proceedings. Oversees the development of written materials related to animal services activities for dissemination to the public;

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications;

Plan and organize work to meet changing priorities and deadlines;

Effectively represent the City to outside individuals and agencies to accomplish the goals and objectives of the division;

Work cooperatively with other departments, City officials, and outside agencies.

Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, City staff, or other agencies on sensitive issues related to animal services.

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:**

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

#### **Experience:**

Six (6) years of increasingly responsible experience working in an animal services agency or humane society, including management and administrative responsibility in the operation of an animal shelter or animal care facility of which two (2) years include supervisory responsibilities. Experience with a City or County animal services agency is highly desirable.

Education:

Possession of a Bachelor's Degree from an accredited college or university with major in public or business administration, animal science or a closely related field is desirable.

**Licenses and Certificates**

Possession of a valid Class C Driver's License issued from the California Department of Motor Vehicles.

Possession of California Penal Code 832 Arrest and Firearms certification within twelve months of appointment.

Possession of a valid Euthanasia Certificate within twelve months of appointment.

Possession of a valid California Veterinary Assistant Controlled Substance Permit (VACSP) within twelve months of appointment.

**WORKING CONDITIONS:**

**Physical Conditions**

Essential and marginal functions may require maintaining physical condition necessary for sitting, standing, bending, stooping, reaching, twisting, turning, kneeling, bending, squatting, stooping and walking for prolonged periods of time; using various office equipment and handheld devices. The position also requires grasping, repetitive hand movement, and fine coordination in preparing statistical reports and data, using a computer keyboard. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus. Ability to use a computer and communicate via phone or over the counter is required when providing customer service. The employee must occasionally lift and/or move objects or animals in excess of 25 pounds.

**Environmental Conditions**

Work is performed primarily in an office, shelter and field environment; exposure to a variety of domestic and wild animals; exposure to infectious animal diseases, animal wastes, animal bites, and allergens and occasionally works outside in inclement weather conditions. Incumbents may be required to work extended hours including evenings, weekends and holidays.