



AUGUST 2019
FLSA: EXEMPT
Bargaining Unit: MA
JCN: 0106

MANAGER OF ANIMAL SERVICES

DEFINITION

Under general direction, manages, plans, organizes, administers, coordinates, reviews, and evaluates the staff and activities of the Animal Services Division; supervises field officers, kennel activities, and pet adoption programs through subordinate staff; develops and directs the implementation of goals, objectives, policies, procedures, and work standards; directs the work of supervisory, professional, technical, and administrative support staff; and, performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises general direction and supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, and managing the overall administration of the County's Animal Services Division, including field, kennel, licensing, pet adoption, and public education programs, as well as prosecution of animal abuse cases. Responsibilities include developing and implementing policies and procedures for assigned programs, budget administration and reporting, and program evaluation. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

This class is distinguished from the Animal Services Officer Supervisor by its responsibility for all Animal Services operations.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Manages work activities and operations, directly or through subordinate supervisors or professional staff, by establishing performance levels, communicating goals and performance expectations, and monitoring and reviewing work to ensure conformance to established policies and procedures.
- Selects, trains, motivates, and directs personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline; responds to staff questions and concerns.
- Develops, manages, and administers assigned annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Assists subordinates in planning and organizing rabies clinics, pet adoption programs, and educational programs.
- Assists the District Attorney in the prosecution of animal abuse cases; works with law enforcement to determine Animal Services needs and to coordinate activities.
- Speaks to and meets with a variety of community, business, and social organizations to further the goals of the program.
- Coordinates the work of the division with that of other divisions, departments, outside agencies, and individuals.

- Receives and responds to County citizen's questions and concerns regarding Animal Services operations.
- Collaborates with management and executives to strategically determine and set program goals and objectives; based on outcome, implements policies, procedures, work standards, and controls to meet those goals and objectives.
- Interprets laws and regulations, including new laws and proposed legislation, to determine relevancy to department operations and services; affirms program compliance, or takes measures to ensure, compliance with laws and regulations.
- Maintains a variety of statistical and production records, and prepares daily reports related to the animal services program.
- Investigates and responds to questions and concerns regarding South Lake Tahoe animal services operations, and other city contracts.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and methods, including goal setting, policy and procedure development, and program and budget development and administration.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of leadership.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of budget development, administration and control.
- Principles and practices of animal control and animal shelter operations.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to the care, keeping, treatment, and impounding of animals.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Assist in providing administrative and professional leadership and direction for the division and the County
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Interpret, explain, and apply laws, regulations, and policies relating to animal control practices and programs.
- Assess animal behavior and make effective decisions regarding capturing or destroying the animal.
- Represent the County in contacts with county officials, community, and other agencies and the public, and making effective presentations.

- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the assigned division and its various programs.
- Effectively manage and administer program operations and activities.
- Apply knowledge of laws, regulations, and policies to decision making and problem solving to identify solutions and courses of action that are most appropriate or compliant.
- Generate a variety of business documents including letters, memoranda, reports, and other written material.
- Analyze complex problems, evaluate alternatives, and make sound judgments and recommendations.
- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to a bachelor's degree from an accredited four-year college or university with major coursework in animal science, business administration, public administration, veterinary science, administration of justice, or a closely related field;

AND

Five (5) years of progressively responsible experience in an animal control operation, which has included the administration and supervision of programs and staff.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California or Nevada Driver's License by time of appointment and a satisfactory driving record.
- Successful completion of the California Basic Animal Law Enforcement Training Academy is desirable.
- Possession of California PC832 and PC832 firearms certification or an out of state POST certified equivalent training is desirable with the ability to obtain California POST certification within one (1) year.

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 in order to respond to service calls; vision to maintain firearms qualifications, and to read printed material and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification with frequent standing, walking, and running, sometimes on uneven terrain. Wrist flexion and lateral rotation are necessary in combination with grasping to handle a snare and leash to capture

animals. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment and above-mentioned tools and equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull in the capture and handling of animals. Must be able to use a variety of equipment and methods to snare and effectively capture and transport small and large animals. Employees must possess the ability to lift, carry, push, and pull animals and equipment up to 50 pounds, or heavier weights with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees primarily work in an office environment with moderate noise levels and controlled temperature conditions, and occasionally outdoors or in an animal shelter setting with exposure to fumes/dust and hazardous substances, loud noise levels, hazardous airborne substances, and radiation. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be willing to work after hours, weekends, and holidays as needed.