



ANIMAL SERVICES OFFICER SUPERVISOR

DEFINITION

Under direction, assigns, supervises, reviews, and evaluates the work of Animal Services Officers and animal shelter staff; enforces State, city, and County laws regarding stray, dangerous, and nuisance domestic animals; investigates complaints, patrols assigned areas, captures animals, and ensures humane animal protection and control; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Manager of Animal Services or an assigned designee. Exercises direct or general supervision over technical and/or administrative support staff.

CLASS CHARACTERISTICS

This is the full-supervisory classification within the Animal Services Officer class series. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of Animal Services Officers and assigned shelter staff. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Provides supervision, training, work review, and evaluation to Animal Services Officers; organizes and assigns work, sets priorities, and follows up as required.
- Provides supervision and oversight to animal shelter operations and administrative support staff.
- Effectively recommends selection decisions, disciplinary matters, and other personnel decisions to the manager or department head.
- Investigates complaints from the public and other agencies regarding nuisance, stray, uncontrolled, dangerous, wild, or diseased animals.
- Explains state and local laws, codes, and ordinances relating to the care and control of animals, filing of complaints, and policies of the shelter to the public.
- Issues citations for violations of applicable regulations; patrols assigned areas operating County vehicles.
- Conducts an initial investigation of complaints regarding animal cruelty; investigates animal bites and arranges for appropriate identification and quarantine.
- Performs rescue of wild, stray, and unlicensed domestic animals, and livestock running at large for impounding; responds to dangerous animals; transports injured animals; performs euthanasia as required.
- May assist with shelter operations as needed.
- Represents the County's interest in court with regard to basic citations and dangerous animals.
- Assists in the preparation of criminal cases; acts as the liaison with the criminal courts; obtains search warrants, cites or arrests offenders.
- Assists other agencies and County departments with animal control and handling activities.
- Enters, edits, and retrieves data, and may prepare periodic or special reports.

- Operates humane traps, mobile radios, and related animal control tools and equipment; performs euthanasia as required.
- Identifies symptoms of common animal diseases, including rabies, and recommends veterinary medical care, isolation, or destruction.
- Maintains a variety of statistical and production records, and prepares daily reports related to the animal control program.
- Investigates and responds to questions and concerns regarding animal services operations.
- Performs related duties as assigned.

Knowledge of:

- Principles and practices of employee supervision, including work organization and review, training, and discipline.
- Principles, practices, methods, and techniques of code violation investigation and compliance.
- Basic species and breed identification of a variety of livestock, and common domestic and wild animals.
- Symptoms and behavior associated with rabies and other common diseases of animals.
- Behavior and handling of livestock, and common domestic or wild animals.
- Coursework required by Penal Code Sections 830.9 and 832, Arrest and Firearms course.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to the care, keeping, treatment, and impounding of animals.
- Court procedures and operations.
- Methods and equipment used in the care and control of animals.
- Authority and limitations for enforcement of code compliance, occupational hazards, and standard safety practices necessary in the area of animal services.
- Basic recordkeeping principles and practices.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Methods and techniques of reviewing and/or preparing legal related documents for assigned cases.
- 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 programs, projects, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Plan, organize, supervise, review, and evaluate the work of others.
- Train others in work procedures.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Prepare, maintain, and update accurate and detailed documentation of inspection findings and other written material, records, logs, and reports.
- Use and maintain animal control equipment in a safe and effective manner.
- Use and maintain a firearm.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Assess animal behavior and make effective decisions regarding handling, capturing, or euthanizing the animal.

- Handle, capture, and control animals humanely and effectively under stressful or emergency circumstances.
- Properly sanitize and disinfect animal housing areas.
- Operate County vehicles, radios, and other animal control tools and equipment.
- Identify symptoms and behaviors associated with rabies and other common domestic animal diseases.
- Administer euthanasia by lethal injection.
- Read maps and follow directions.
- Maintain accurate records and prepare reports of work performed.
- Understand and follow oral and written instructions.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Assist law enforcement and other public safety agencies as needed in the capture and containment of animals.
- 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.
- 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.
- Write clear and concise criminal case reports and search warrants
- 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.

Two (2) years of advanced/lead experience in animal care, control, or enforcement at a level equivalent to the County's class of Sr. Animal Services Officer;

OR

Four (4) years of journey-level experience in animal care, control, or enforcement at a level equivalent to the County's class of Animal Services Officer II and one (1) year of lead experience.

College-level coursework in animal control, animal behavior, law enforcement, or a closely related field is desirable.

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License and a satisfactory driving record.
- Possession of, or ability to obtain, a Euthanasia Training Certificate, within one (1) year from time of appointment, or upon conclusion of the first available certified training program, if more than one (1) year.
- Possession of, or ability to obtain, a Tranquilization Training Certificate, within one (1) year from time of appointment, or upon conclusion of the first available certified training program, if more than one (1) year.

- Possession of Arrest, Search, and Seizure and Firearms certificates required by PC Sections 830.9 and 832.
- Possession of the California State Basic Animal Law Enforcement Academy certification or have completed a similar Humane Officer/Animal Control academy or training curriculum, or must be able to successfully complete the California State Basic Animal Law Enforcement Academy within one (1) year from the date of appointment, or upon conclusion of the first available training program if more than one year.
- Pursuant to PC Section 830.9, ability to possess firearms qualifications, including vision to maintain firearms qualifications.

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 read printed materials, vision to maintain firearms qualifications, and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a field 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

Work is primarily performed outdoors in all weather conditions and varying temperatures, with occasional work performed indoors in an office or animal shelter setting; frequent exposure to fumes/dust and hazardous substances; occasional exposure to loud noise levels, hazardous airborne substances, and radiation; work above and below ground level and in confined spaces.

WORKING CONDITIONS

May be required to work irregular hours, which may include early mornings, evenings, weekends, holidays, and/or during disasters. Must be willing to work in a setting characterized by exposure to rabies, animal waste, and various cleaning and disinfecting chemicals.