



ANIMAL SHELTER SUPERVISOR

DEFINITION

Under general supervision, coordinates animal shelter activities including ordering and safe-guarding pharmaceuticals and supplies; provides evaluation, socialization, and care of animals at the County animal shelter; cleans and maintains animal shelter facilities; assigns, supervises, trains, and coordinates the work of support staff assigned to the shelter as well as an inmate work crew; feeds, monitors, handles, and ensures the humane treatment of domestic and wild animals held at the shelter; maintains computerized records; assists the public with adoptions, surrenders, and lost and found animals; trains staff in animal behavior, zoonosis, and proper handling, care, and feeding procedures for all species held at the animal shelter; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from Manager, Animal Services. Exercises direct or general supervision over technical staff.

CLASS CHARACTERISTICS

This is a single position classification in Animal Services, performing a variety of duties related to the care of animals, maintenance of animal shelter facilities, and the supervision of assigned staff, volunteers, and an inmate work crew or court-mandated community service workers assigned to the County's animal shelter. This class is distinguished from other classes in the Animal Services Officer class series in that the latter have responsibility for enforcing laws related to the care and control of animals throughout the county, and are empowered with limited peace officer authorities in the conduct of official duties.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Provides supervision, training, and work review and evaluation to assigned staff; organizes and assigns work, sets priorities, and follows-up as required.
- Effectively recommends selection decisions, disciplinary matters, and other personnel decisions.
- Receives stray, unwanted, and other wild or domestic animals or livestock at the animal shelter.
- Monitors and observes animals for signs of illness or injury.
- Performs emergency triage, in coordination with a Veterinarian, on animals brought to the shelter; follows standard veterinary medical protocols for administering vaccines, medications, drawing blood, processing fecal samples, and running medical tests; drives animals to veterinary or other emergency services as necessary.
- Places animals in appropriate shelter areas according to species and special requirements such as court-ordered quarantine or isolation pending diagnosis of diseases.
- Coordinates and conducts pet adoption programs, and updates available pets on various websites.
- Scrapes, washes, disinfects, and dries kennel runs and cages.
- Assists the public in re-claiming lost animals or selecting pets for adoptions and directing them to species and breeds; assists in the handling of animals and describing the animals' behavior, apparent training, and habits.
- Keeps inventory of sheltered animals and their location; stocks food and shelter supplies and

- maintains inventory.
- Bathes animals and performs related animal grooming and care.
- Assists in opening and closing of facilities; maintains computerized records and completes forms regarding care, feeding, and disposition of animals.
- Assigns, trains, supervises, and coordinates activities of inmate work crews or court-mandated community service workers assigned to the shelter.
- Administers prescription medication to animals and treats animal wounds as directed by a veterinarian; performs euthanasia by injection as required and disposes of unwanted, unclaimed, sick, injured, or aged animals.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Practices and principles of employee supervision, including work organization and review, training and discipline.
- Basic species and breed identification of a variety of domestic and common wild animals.
- Symptoms and behavior associated with rabies and other common diseases of animals.
- State and local laws, codes, and ordinances relating to the proper care, keeping, treatment, and impounding of animals.
- Various equipment and tools used in the operation of an animal shelter.
- Policies and procedures relating to shelter operations and animal care, feeding, handling, adoption, euthanasia, and disposal.
- Laws, codes, regulations, and court rulings governing inmate rights.
- Computer systems and software applications used to write reports and to maintain records.
- Internet procedures for researching websites and updating the County's Animal Services website.
- 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 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.
- Provide and assist in proper training to interested volunteers.
- Respond as necessary to disaster situations and set-up temporary animal housing.
- Handle animals humanely and effectively under stressful circumstances.
- Respond calmly and effectively in emergency situations.
- Deal tactfully and effectively with the public.
- Keep and direct the preparation of accurate written and computerized records.
- Administer medication to animals, treat animal wounds, and perform euthanasia in accordance with state law and County policy.
- Understand and follow oral and written directions.

- Explain animal behavior, characteristics, and pet adoption procedures to the public.
- Manage multiple tasks and prioritize work.
- 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, social media outreach, 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 graduation from high school;

AND

Three (3) years of experience providing medical care for dogs, cats, or livestock in an animal hospital or clinic setting, or in a city or county animal services department, or in a non-profit animal shelter operation.

Lead or supervisory experience is highly desirable. Experience as a Registered Veterinary Technician is preferred.

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 California Euthanasia Training certificate pursuant to relevant California Code of Regulations and Business and Professions Code section.

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 transport animals; vision to read printed materials, vision to read a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a shelter classification with frequent standing, walking, and occasional 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 indoors in an office or animal shelter setting, with occasional work performed outdoors in all weather conditions and varying temperatures; 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 and other zoonotic diseases, animal waste, and various cleaning and disinfecting chemicals.