

ANIMAL CENTER SUPERVISOR

DEFINITION

Under direction, supervises staff and volunteers and coordinates associated activities in all areas of the Animal Center including animal resource and control, animal care and behavior, program coordination and/or customer service operations; engages and partners with the community regarding awareness and education on animal laws and resources; and performs related work as required.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from the Division Manager or designee. Exercises supervision over assigned staff and volunteers.

DISTINGUISHING CHARACTERISTICS

The Animal Center Supervisor is responsible for supervising staff and volunteers and coordinating associated activities in all areas of the Animal Center including animal resource and control, animal care and behavior, program coordination and customer service operations. Incumbents must demonstrate initiative, tact, and sensitivity in the humane treatment, care and handling of animals and must be able to communicate effectively with diverse groups within the City.

Incumbents will be required to work nights, evenings, weekends, and holidays and respond to after-hours emergencies as needed; will be exposed to a working environment with animals (primarily dogs and cats) which may lead to possible exposure of unpleasant odors and noises, allergens, interactions with animals, and possible exposure to zoonotic diseases; and will be required to handle and restrain animals humanely and safely using approved protocols and practices.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Depending on assignment, may include, but not limited to, the following:

Supervises and coordinates the work and activities of assigned staff and volunteers. Responsibilities include scheduling, coordinating, assigning and evaluating the work of staff including volunteers and issuing corrective action when necessary.

Ensures compliance with ordinances and regulations in the assigned program area; evaluates policies, procedures, work methods and systems including kennel management software systems utilized in the course of work; and recommends changes when necessary.

Communicates and interprets policies, rules, regulations and procedures to staff and the public.

Monitors and reviews documents for completeness, accuracy, and compliance with policies, rules, regulations and procedures. Prepares or oversees the preparation of reports, correspondence and special studies, and conducts research.

Receives and responds to public inquiries, requests and complaints; explains applicable laws, rules, regulations and policies related to animal care and behavior, licensing, control, enforcement and operations; may prepare responses and documents and testify in administrative hearings or in court.

Engages with the community to provide education and awareness on animal laws, codes and ordinances; provides information on animal resources and programs such as licensing, vaccinations, rabies control, pet ownership responsibilities, spay/neuter, rescue and adoptions; provides assistance at special events as assigned.

Operates two-way radio, cellular devices, and other equipment to maintain activity logs and responds to calls from dispatch or requests calls for assistance.

Identifies and communicates remedies and/or solutions for keeping owners and pets together.

Compiles and prepares reports and documentation on activities and enters into the kennel management software system; maintains records and completes statistical analyses on the outcomes of the assigned animal program for successes and opportunities for improvement.

Responsibility and oversight of preliminary investigations and initial inquiries into complaints of cruelty and neglect of animals; prepares and reviews reports and works with corresponding agencies to determine appropriate course of action; may be required to testify at administrative hearings or in court.

Responsibility and oversight of animal bite investigations; determine if animals need to be quarantined and verify exposure to rabies; prepares, reviews and submits reports to the County Public Health Department and ensures appropriate quarantine protocols; may be required to testify at administrative hearings or in court.

Responsibility and oversight of animal control services on-site in the designated City area.

Responsibility and oversight of processing and reconciling payments including cash, checks, credit cards and issuing receipts; receiving in kind donations and providing donors with forms; receiving monetary donations from donor, entering information into the kennel management software system; balancing receipts and providing to financials staff for processing.

May act as a liaison and collaborates with other organizations, agencies, stakeholders and the community on animal education and awareness in support of Animal Center programs and sponsored events.

May scan animals for microchips to reunite with registered owners and may implant microchips when appropriate; secure and transport animals; and prepare incident reports.

May utilize equipment such as animal catch pole, leashes, harnesses, muzzles, physical restraints and animal traps when necessary.

May administer first aid and emergency treatment for animals as needed; may assist and/or perform humane euthanasia and handle deceased animals under the guidance of Veterinary staff.

May assist in cleaning and disinfecting kennel areas, equipment, vehicles along with feeding and exercising animals.

Monitors the use of equipment, vehicles, and supplies; coordinates the repair and replacement of equipment and vehicles and reordering of supplies as necessary.

May participate and assist in the preparation of the Animal Center budget.

Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of effective employee supervision, including selection, training, work evaluation and discipline.

Applicable Federal, State and local laws, codes, regulations and ordinances governing the treatment, care, impounding and licensing of animals.

Sanitation and disinfectant practices for kennels, cages, food dishes and other equipment.

Animal behavior and symptoms of common diseases; Rabies controls laws and principles of public health related to animal diseases.

Principles and practices of humane animal capture, control and transportation.

Safe work practices related to animal handling and care including the use of equipment.

Various breeds and behavior of dogs, cats, and other domestic animals.

Safety policies and safe work practices.

Biohazard waste disposal and procedures.

Principles and practices of records management and file maintenance.

Basic arithmetic.

Principles and practices of effective customer service.

Current trends and issues affecting animal services including community resources and outreach opportunities.

Skill/Ability to:

Supervise, interview, select, train, evaluate, discipline and promote subordinate staff; supervise and coordinate the work of volunteers

Evaluate work procedures, methods and standards; recommend and implement changes as necessary.

Read, understand, interpret and apply regulations, ordinances, laws, departmental policies, rules and regulations affecting animals.

Administer basic health assessments, medical care and treatments including vaccines and humane euthanasia as necessary.

Engage with the community in education and awareness on animal resources such as licensing, vaccinations, rabies control, pet ownership responsibilities, spay/neuter, rescue and adoptions.

Handle the most complex and sensitive issues with sound judgment and provide a resolution in a timely manner.

Physically pursue, apprehend and handle a wide range of animals including aggressive wild, under-aged or deceased animals safely, properly and humanely.

Lift and restrain animals up to and over 50 pounds; walk, sit and/or stand for extended periods of time with or without reasonable accommodation.

Safely and effectively operate the tools and equipment used in the capture, control and maintenance of animals.

Establish and maintain effective working relationships with community members, organizations and stakeholders in the course of work.

Observe and maintain a safe working environment in compliance with established safety programs and procedures.

Prepare clear and concise reports, records, correspondence, and other written materials.

Communicate effectively both orally and in writing.

Operate modern office equipment, including computer hardware and software applications and kennel management software systems.

May work outdoors and in various weather conditions.

Operate a motor vehicle safely.

MINIMUM QUALIFICATIONS

Option 1:

Education:

Completion of thirty (30) semester units from an accredited college or university.

Experience:

Three (3) years of experience, including one (1) year in a lead or supervisory capacity, in an animal centric setting (private pet ownership is not qualifying experience); customer service operations; public or community relations; management or analytical assignments; parks, custodial or facilities maintenance; or a related field. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

Option 2:

Education:

Completion of thirty (30) semester units from an accredited college or university.

Experience:

Two (2) years of experience in an animal centric setting (private pet ownership is not qualifying experience). Additional qualifying experience may be substituted for the required education on a year-for-year basis.

Special Requirements:

Possession and continued maintenance of a valid California Driver's License is required during the entire term of employment.

A valid Veterinary Assistant Controlled Substance Permit (VACSP), issued by the Veterinary Medical Board of the State of California, may be required upon direction of the appointing authority.

Depending on assignment, incumbents may be required to obtain and maintain a State of California Penal Code Section 832 Laws of Arrest certification within one (1) year of appointment and maintain throughout the term of employment in this classification.

Incumbents must complete Euthanasia Training consistent with California Code of Regulations, Title 16, Section 2039 within six (6) months of appointment and maintain throughout the term of employment in this classification.

Recruitment may be limited to a specific area of expertise as required by operational needs.

APPROVED: (Signature on File)
Director of Personnel Services

DATE: 12/6/2023

NEW: TJM:dv:vp 12/5/23