

**DIVISION MANAGER****DEFINITION**

Under general supervision, manages and coordinates the activities of a division or divisions within a department. Provides responsible administrative support to assigned management staff.

**SUPERVISION RECEIVED/EXERCISED**

Receives general direction from a Department Director or an Assistant Department Director. Exercises supervision over supervisory, professional and/or technical staff. Incumbents may act in the absence of an Assistant Department Director or Department Director as assigned.

**DISTINGUISHING CHARACTERISTICS**

The Division Manager is responsible for managing operations of a division or divisions within a department. Reporting to a Department Director or Assistant Director, the Division Manager provides professional and technical staff assistance to the Director or Assistant Director. The incumbent exercises independent judgment related to the performance, coordination and evaluation of staff. The Division Manager is distinguished from the Assistant Director who has a greater depth of responsibilities. This is an unclassified position in which the incumbent serves at the will of the Department Director.

Incumbents assigned to the Animal Center 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 may be required to handle and restrain animals humanely and safely using approved protocols and practices.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:**

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

Manages and supervises staff including prioritizing and assigning work; coaching, conducting performance evaluations; ensuring staff are trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.

Supervises the daily operations in assigned administrative support area, which includes: planning, coordinating, administering, evaluating projects, processes, procedures, systems, and standards; developing and coordinating work plans; participating in the development of goals and objectives; and, ensuring compliance with applicable Federal, State, and local laws, regulations, codes, and/or standards.

Communicates and collaborates with internal departments, external consultants, vendors, external agencies, regulatory officials, the general public, elected officials and executive

management and/or other interested parties to coordinate work activities, exchange information, and resolve problems.

Responds to questions and more complex complaints from the public and/or other agencies regarding issues, problems, and concerns; evaluates situations and recommends solutions; coordinates work with other sections, divisions, and/or departments and outside agencies as needed.

Manages and participates in the compilation and maintenance of operational records; initiates, develops, recommends, and oversees the implementation of operational changes to ensure compliance with established policies, procedures, standards, and/or regulations to ensure effective and efficient operations; recommends and initiates improved work methods and procedures.

Represents the City department and/or division at a variety of meetings, advisory groups, committees, agencies, councils, and/or other related groups.

Prepares, reviews, interprets, and analyzes a variety of information, data, and reports; makes recommendations based on findings; communicates pertinent information to internal and external parties.

Responsible for preparing, forecasting, and administering assigned budget, which may include capital improvement budgets; prepares cost estimates for budget recommendations; submits justifications for budget items; monitors and controls expenditures.

Incumbents assigned to the Animal Center may be required to handle and restrain animals humanely and safely using approved protocols, personal protective equipment (PPE) and practices including assisting in cleaning and disinfecting kennel areas, food dishes and equipment along with feeding and exercising animals.

Incumbents assigned to the Animal Center 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.

Incumbents assigned to the Parking Division may operate a parking booth including collecting parking fees and make proper change and issuing receipts as needed; operate computerized fee machines including credit card machines; sort and count money received, prepare daily attendance and receipt reports and prepare sealed sacks for bank deposits; perform light cleaning to maintain an organized work area; answer questions and provide information on parking policies and procedures to the public.

Performs other duties as required.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

Management and supervisory principles and practices.

Public relations principles.

Budget administration principles.

Financial management principles.

Negotiation and mediation skills.

Public administration concepts and principles.

Applicable Federal, State, and Local laws, codes, ordinances, rules and regulations.

Advanced principles of assigned area of responsibility.

Strategic planning principles.

Contract management principles and practices.

Program/project management planning principles and techniques.

Training methods, principles and procedures.

Customer service policies, principles and practices

**Skills to:**

Use computers and applicable software applications.

Operate modern office and computer equipment.

**Ability to:**

*position requirements at entry, may include:*

Coach, monitor and evaluate employees.

Prioritize and assign work

Manage division operations.

Manage multiple priorities simultaneously.

Develop and revise operating schedules and procedures to meet changing conditions and to ensure safe, effective, efficient and legal operation of facilities.

Interpret, apply and explain applicable laws, codes, ordinances, policies, procedures, rules and regulations.

Analyze problems, identifying alternative solutions, projecting consequences of proposed actions, and implementing recommendations in support of goals.

Analyze a variety of statistical data and information and making recommendations based on findings.

Conduct negotiations and preparing contracts.

Prepare and make effective oral presentations.

Manage consultant contracts.

Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents.

Communicate effectively, orally and in writing.

Demonstrate interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction.

Incumbents assigned to the Animal Center may be required to handle and restrain animals humanely and safely using approved protocols, personal protective equipment (PPE) and practices and may be required to administer basic health assessments, medical care and treatments including vaccines and humane euthanasia as necessary.

## **MINIMUM QUALIFICATIONS**

### **Education and Experience:**

Bachelor's Degree from an accredited college or university in a field directly related to technical discipline and four (4) years of directly related experience including two (2) years of supervisory experience. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

### **Special Requirements:**

Some positions, based on assignment, may require one or more licenses or certifications related to the specific technical discipline as mandated by a national, state or locally recognized agency.

Licenses and certifications must be obtained and maintained within a specific timeframe as stated in the recruitment bulletin.

Possession of a valid California driver's license may be required at the time of appointment.

Depending on assignment, incumbents in the Animal Center may be required to:

- obtain and maintain a valid Veterinary Assistant Controlled Substance Permit (VACSP), issued by the Veterinary Medical Board of the State of California, upon direction of the appointing authority.
- 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.
- 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.

APPROVED: (Signature on File)  
Director of Personnel Services

DATE: 2/23/2026

JC:TJ:AR: 5/19/2010

Revised: 5/18/2015

Revised: MG:SCM:VP: 4/22/2022

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Revised: SM: vd 12/23/2025