

ANIMAL CARE AND CONTROL MANAGER

DEFINITION

Under general direction, manages, organizes, coordinates, and participates in the programs and activities of the Town's Animal Care and Control division, including the operation and management of the animal shelter and animal control field services. Performs a variety of professional and technical tasks related to the area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Deputy Town Manager. Exercises general and direct supervision over technical and administrative staff as well as volunteers.

CLASS CHARACTERISTICS

This is a working mid-management classification in the Community Development Department. The incumbent participates in and organizes and oversees day-to-day operations of the Animal Care and Control Program. Performance of the work requires the use of independence, initiative, and discretion within established guidelines.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Management and supervision responsibility for all services of the Animal Care and Control Division, including the Town's Animal Shelter and Animal Control field operations.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the Animal Care and Control Division; identifies resource needs; develops, recommends, and implements policies and procedures.
- Trains, motivates, and evaluates Animal Care and Control Division personnel; provides or coordinates staff training.
- Manages scheduling of Division staffing.
- Directs, creates, and coordinates the work plan for the Division; assigns clear work functions that increase accountability and ensures a high level of service to the community.
- Identifies opportunities for improving service delivery methods and procedures.
- Develops programs that engage the general public; meets with community organizations, the public and representatives of other governmental agencies to discuss service delivery; coordinates educational programs and makes presentations for schools, community groups, public agencies, and related groups.

Animal Care and Control Manager

- Drafts and manages the Division budget; forecasts additional funds required for Division operations.
- Manages contracts with vendors and other public agencies.
- Prepares reports on operation statistics and activities.
- Responds to and resolves inquiries and service requests; interprets ordinances, State statutes, regulations and Town and County policies to the general public and staff; provides technical assistance in the resolution of field investigations.
- Oversees Division investigations and enforcement activities; Assists with the investigation and preparation of formal complaints for actions against violators of animal control ordinances and laws.
- Works collaboratively with other shelters and rescue organizations to ensure placement of animals.
- Organizes and coordinates vaccination clinics/spay/neuter related events.
- Oversees the Town's animal licensing program and monitors the program implementation, evaluates programs and recommends changes as appropriate.
- Works in collaboration with appropriate staff to create, manage and update the Division web content.
- Develops and implements procedures for euthanasia, temperament testing, physical examinations, and vaccinations.
- Oversees and performs euthanasia and/or quarantine in accordance with applicable laws.
- Oversees ordering, maintenance, recordkeeping, and security of supplies.
- Participates in the development and implementation of marketing and public relations programs for the Division.
- Ensures inspection of shelter facilities to ensure health and welfare of animals; authorizes treatment of sick, injured, and terminal animals.
- Provide on-call support to respond to animal shelter emergencies and/or after-hours emergency field calls only on as needed basis.
- Responsible for oversight of volunteer and foster programs.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Policies, procedures, services, and activities related to the operation and administration of an animal services program in a municipal setting, including animal shelters, animal control field operations, kennel operations, and volunteer and foster programs.
- Administrative principles and practices, including goal setting, program development, implementation and evaluation and supervision of staff.
- Public relations and media communications.
- Principles of animal behavior and care.
- Principles and practices of excellent customer service skills.
- Identification of a variety of breeds of dogs, cats, and other domestic animals.
- Methods and techniques of animal collection, impoundment, and registration.
- Principles of budget preparation and control.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.

Animal Care and Control Manager

- Pertinent Federal, State, and local laws, codes, and regulations.
- Occupational hazards and standard safety practices necessary in the area of animal services.
- Firearm equipment (tranquilizing guns) and safety rules and procedures and proper handling techniques. Knowledge of chemical capture.
- Principles of contract administration.
- General principles of risk management related to the functions of the assigned area.
- Care and handling of domestic, exotic, and wild animals.
- Computer applications related to the work, including word processing, spreadsheet, and database applications.
- Standard office practices and procedures, including the operation of standard office equipment.
- Techniques for dealing effectively with the public, vendors, contractors, and Town staff, in person and over the telephone.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, work standards for the animal care and control programs.
- Supervise, organize, train, schedule, assign, review and evaluate the work of staff and volunteers.
- Provide administrative and professional leadership and direction for the Animal Care and Control Division.
- Analyze problems, identifying alternative solutions, project consequences of proposed actions and implementing recommendations in support of goals.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare and administer budgets; prepare clear and concise administrative and financial reports, including reports to Town Council.
- Analyze, interpret, and apply Federal, State, and local policies, procedures, laws, codes, and regulations pertaining to the Division.
- Handle and safely care for domestic, exotic, and wild animals.
- Handle/use control sticks, large nets, and other capture equipment.
- Effectively respond to calls for services.
- Recognize normal and abnormal animal behavior.
- Handle potentially dangerous animals in a safe manner.
- Respond to requests and inquiries from the general public.
- Direct, assist and perform proper euthanasia procedures.
- Maintain accurate records and files of work performed.
- Organize work, set priorities, and meet multiple deadlines.
- Make sound, independent decisions within established policy and procedural guidelines.
- Use tact, initiative, prudence, and independent judgment within established policy and procedural guidelines.
- Work, plan, and coordinate Division Special Events.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Operate and maintain animal control equipment.
- Inoculate and medicate animals.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to completion of the twelfth (12th) grade; Associates/Bachelor's degree preferred. At least five (5) years of progressively responsible experience in animal services environments; including five (5) years in a lead or supervisory role in a public agency for both field and shelter experience. Experience in a private non-profit shelter may be considered.

License:

Possession of, ability to obtain, or successful acquisition within 6 months of employment:

- Valid California Class C driver's license and have a satisfactory driving record.
- Valid Euthanasia Certification as required by California Code of Regulations, Title 16, Section 2039.

Must obtain, within one (1) year of appointment:

- Possession of a valid certificate of training in powers of arrest, search and seizure, procedures of firearms safety per California Penal Code Sec. 832.
- Valid Tranquilizing Certification if required by California State Law.
- Certification in Child Abuse and Neglect Reporting as required by California State law.
- Possession of current first aid and CPR certification.

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, to inspect various Town and residential sites, and to visit various meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This position engages in moderate to difficult activity, regularly carrying and lifting animals, walking dogs on leashes, participation in euthanasia, capturing dogs and moving them on catch poles, etc. At times, this position will work the job functions of shelter and animal control staff. Finger dexterity is needed to draw and inject euthanasia; access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 20 pounds and occasionally lift, move, and carry animals that typically weigh up to 100 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels and controlled temperature conditions, as well as in an animal shelter environment with loud continuous noise, odors, and chemicals. May involve exposure to dangerous and/or diseased animals. Frequently exposed to outside variable weather conditions and potentially infectious diseases and hazardous physical substances. Employees may interact with

upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. This position will be around animals known to cause allergies.

WORKING CONDITIONS

May be required to work on evenings, weekends, and holidays. Participates in an after-hours emergency response program as needed. Will be required to participate in on-call activities, consultation, and response, as needed.

DISASTER SERVICE WORKER

All Town employees are, by State and Federal law, Disaster Service Workers. The roles and responsibilities for Disaster Service Workers are authorized by the California Emergency Services Act and are defined in the California Labor Code. In the event of a declaration of emergency, any employee of the Town may be assigned to perform activities which promote the protection of public health and safety or the preservation of lives and property. Such assignments may require service at locations, times, and under conditions that are significantly different from the normal work assignments and may continue into the recovery phase of the emergency. If a "Local Emergency" is declared during the employee's shift, the employee will be expected to remain at work due to the emergency needs of the community. If a "Local Emergency" is declared outside of the employee's shift, the employee must make every effort to contact his/her direct supervisor or department head to obtain reporting instructions as a Disaster Service Worker.