

## **ANIMAL SERVICES SUPERVISOR**

### **DEFINITION**

Under direction, selects, evaluates, disciplines, assigns, and trains staff who perform animal control field activities and/or who care for animals and maintain the kennel operation of the animal shelter; plans, coordinates and supervises implementation of assigned animal services activities; and does other work as required.

### **DISTINGUISHING CHARACTERISTICS**

This is the supervisory level classification in the Animal Control Officer and Animal Care Technician classification series. Depending on assignment, incumbents coordinate the implementation and execution of animal control activities, or ensure the humane handling and care of shelter animals, pursuant to policy established by management; and directly supervises assigned respective functional area staff.

The Animal Services Supervisor assigned to Animal Care is distinguished from the next lower class of Sr. Animal Care Technician in that the latter is the advanced working level and acts as a lead-worker to personnel engaged in maintaining the County's animal shelter. The Animal Services Supervisor - Shelter has full responsibility for staff supervision, and for the care and maintenance of the animals and County animal shelter.

The Animal Services Supervisor assigned to Animal Control is distinguished from the next lower class of Senior Animal Control Officer in that the latter is the advanced journey level/lead worker class assigned to perform fieldwork in the enforcement of laws pertaining to the control and licensing of animals. The Animal Services Supervisor – Field, has full responsibility for staff supervision, and the coordination and implementation of the Animal Control program.

Animal Services Supervisor is distinguished from the next higher level of Animal Services Director, in that the latter is a division manager for overall management and responsibility for the functions and operations of the County Animal Shelter and Animal Control programs.

### **EXAMPLE OF DUTIES**

Nothing in this specification restricts management's right to assign or reassign duties and responsibilities to this job at any time.

1. Plans, organizes and directs the work of staff engaged in Animal Control work or the daily operation and activities of the County's Animal Shelter, including determination of the disposition of animals and participate in the euthanasia of animals.
2. Participates in development and planning of new programs, policies and procedures within assigned program area.
3. Oversees and supervises staff to ensure consistency and adherence with local and State codes, laws and regulations pertaining to the humane treatment of shelter animals is maintained or appropriate implementation of animal control activities are performed.
4. Supervises and reviews work of assigned staff; recommends hiring, promotion, discipline and termination of employees.

5. Supports and provides technical expertise and assistance to staff dealing with the most difficult and unusual problems.
6. Provides the public with information regarding specific needs of individual shelter animals; educates the public on a myriad of related information, and trouble-shoots customer complaints regarding field operations, shelter animals and adoptions.
7. Performs all duties of an Animal Control Officer or an Animal Care Technician as needed/required.

**Depending on the area of assignment, duties may include, but are not limited to, the following:**

8. Assigns vehicles and equipment, and schedules vehicles for maintenance.
9. Evaluates data and reports pertaining to complaints and citations and recommends appropriate action.
10. Assists staff to ensure they are prepared to testify as needed.
11. Performs all duties of an Animal Control Officer or an Animal Care Technician as needed/required.
12. Develops, provides and ensures opportunities for staff training are provided in the areas of animal behavior, animal handling, safety, and the care and feeding needs of all species handled in the field and shelter.
13. Purchases and maintains inventory of supplies. Maintains control logbook and records use of controlled substances.
14. Coordinates activities between shelter and surgery clinic regarding surgery schedule, availability and readiness of animals for surgery, coordination of treatment protocol with veterinarian.

**QUALIFICATIONS**

A combination of education, training and/or experience, which substantially demonstrates the following knowledge, skills and abilities:

**Knowledge and Skills**

**Thorough knowledge of:**

1. Care, nutrition, control, handling and euthanasia of a variety of animal breeds and species.
2. County and State laws, ordinances, rules and regulations governing the control, protection and licensing, impound, release and euthanasia of animals.
3. Safety principles, practices and procedures associated with animal handling and restraint of a variety of animals, including those, which may be ill, injured, quarantined, aggressive or difficult to control.
4. Cleaning procedures and appropriate cleaning agents, supplies and equipment.

**Working knowledge of:**

1. Principles and practices of employee training and supervision.
2. Domestic animal diseases and disease control.
3. Public health functions within a rabies endemic area.

**Skill and Ability to:**

1. Effectively supervise, train and evaluate staff to maintain and operate at the highest level of quality and standards for animal shelter and animal control operations.
2. Personally perform, train and oversee/supervise staff to humanely and safely handle frightened, injured, ill and/or aggressive animals.

3. Personally perform, train and oversee/supervise staff to properly care for and handle different breeds and species of animals.
4. Tolerate, perform and/or supervise the euthanasia of animals.
5. Deal effectively in a tactful, firm and courteous manner with hostile, irate or emotionally distraught individuals who may be in violation of the law.
6. Establish and maintain harmonious and effective relationships with co-workers, volunteers and the public.
7. Work effectively under pressure and react quickly and effectively in emergency situations.
8. Communicate effectively orally and in writing, and review staff reports/documents as necessary.

### **EXAMPLES OF EXPERIENCE/EDUCATION/TRAINING**

The knowledge, skills and abilities listed above may be acquired through various types of experience, education or training, typically:

#### **EXPERIENCE**

Approximately one (1) year of experience performing job duties equivalent to the classifications of either Senior Animal Care Technician or Senior Animal Control Officer in Monterey County.

### **REQUIRED CONDITIONS OF EMPLOYMENT**

As a condition of employment, the incumbent will be required to:

1. Possess a valid California Class C driver's license by date of appointment.
2. Ability to exhibit patience and care when dealing with animals; tolerate animal noise and odor.
3. Ability to tolerate the destruction of animals.
4. Be available to work evenings, weekends and holidays in emergency situations and accept overtime duty as assigned.

### **PHYSICAL AND SENSORY REQUIREMENTS**

The physical and sensory abilities required for this classification includes:

1. Ability to and carry animals and supplies weighing fifty (50) pounds from the ground to waist height; ability to lift lesser weights above the waist to shoulder height.
2. Ability to stand for long periods, up to approximately four (4) hours per shift.
3. Bend, stoop, squat, kneel, and reach to clean facilities and care for animals.

**CLASS HISTORY**

Class Code: 34C11

Established: November 1987

Revised Date: March 1988

Former Title: Supervising Animal Control Officer

**CLASS DATA**

Job Group: 19

EEO Category: SM

Work Comp Code: 9420

FLSA: C

MOCO OT: Y

Prepared by: Janet Lowery, Associate Personnel Analyst

Approved by:

/s/ Gerta McClay \_\_\_\_\_

County Administrative Office

1/13/2010 \_\_\_\_\_

Date