



May 2009
FLSA: EXEMPT

ANIMAL SERVICES MANAGER

DEFINITION

The individual in this position is appointed by the Town Manager and works at the pleasure of the Town Manager and receives all direction and supervision from the Assistant Town Manager of Municipal Operations & Contract Services. Under the direction of the Assistant Town Manager of Municipal Operations & Contract Services, the Animal Services Manager plans, organizes, manages, and provides direction to assigned functions and activities of the Animal Control and Animal Shelter Departments, coordinates assigned activities with other Town departments, outside agencies, and the public; fosters cooperative working relationships among Town departments and with intergovernmental and regulatory agencies, and various public and private groups; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant Town Manager – Municipal Operations and Contract Services. Exercises direction and supervision over professional, technical, and clerical staff.

CLASS CHARACTERISTICS

This is a mid-level management classification that oversees, directs, and participates in specific activities in the Animal Control and Animal Shelter Departments, including assisting in short- and long-range planning and development and administration. Successful performance of the work requires knowledge of public policy, municipal functions and activities, including the role of an elected Town Council, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the Department with those of other departments and agencies and managing and overseeing the functions of the Department. The incumbent is accountable for assisting in Departmental planning and operational goals and objectives and for furthering Town goals and objectives within general policy 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.

- Assist in the management, development, and implementation of goals, objectives, policies, and priorities for the Animal Control and Animal Shelter Departments; recommends, within Departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Plans, manages, and oversees the daily functions, operations, and activities of the Animal Control and Animal Shelter Departments.

- Assists in development and standardization of procedures and methods to improve the efficiency and effectiveness of Animal Control and Animal Shelter programs; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, administrative, and support systems, and internal reporting relationships.
- Manages and coordinates the work plan for the assigned staff; meets with staff to identify and resolve problems; ensures coverage of staff for all shifts and assignments; assigns work activities, projects, and programs; monitors work flow; reviews and evaluates service delivery, methods, and procedures.
- Trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations.
- Attends and participates in professional group, committee, and task force meetings; stays abreast of new trends and innovations in Animal Control and Animal Shelter administration.
- Serves as a liaison with private and public organizations and Town, other city, county, and state agencies to address any problems, implement legal regulation changes, or determine the distribution of funds.
- Establishes and maintains positive community relations through programs, demonstrations, and public assistance regarding Animal Control and Animal Shelter programs; and answers specific and general questions.
- Monitors changes in laws, regulations, and technology that may affect Town or Departmental operations; recommends policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and complex reports on special projects as assigned.
- Participates on and makes presentations to the Town Council and a variety of boards and commissions.
- Updates Town website with upcoming Animal Control and Animal Shelter events and programs.
- Maintains and directs the maintenance of working and official Departmental files.
- Performs other duties as assigned.

QUALIFICATIONS

- Administrative principles and practices, including goal setting, program development, implementation and evaluation, project management, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Applicable Federal, State, and local laws, codes, court decisions, and regulations, including administrative and Departmental policies concerning the operation of the Animal Control and Animal Shelter Departments.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned Department.
- Principles, practices, methods, and techniques of Animal Control and Animal Shelter administration.
- Techniques and practices of public speaking and making presentations before small groups.
- Principles of record keeping and reporting.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the Town in contacts with governmental agencies, community groups, various business, professional, and regulatory organizations and with property owners, developers, contractors, and the public.

- Techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Plan, organize, schedule, assign, review, and evaluate the work of staff.
- Train staff in work procedures.
- Evaluate and recommend improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Interpret and apply applicable Federal, State, and local laws, codes, and regulations, including administrative and Departmental policies.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the Department and the Town in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations and in meetings with individuals.
- Identify and be responsive to community issues, concerns, and needs.
- Effectively respond to calls for services.
- Access, retrieve, enter, and update information using a computer terminal.
- Maintain accurate records and files of work performed.
- Organize work, set priorities, meet critical deadlines, and exercise sound, independent judgment within established guidelines.
- Operate modern office equipment, including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with employees and those contacted in the course of the work.

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 graduation from an accredited four-year college or university with major coursework in business or public administration or a related field (e.g., animal science), and five (5) years of experience in municipal government. Five (5) years combined experience: 1) Providing humane care and handling of animals in a veterinary hospital setting; and 2) Enforcement and communication of animals services codes, ordinances, and regulations. Experience must include two (2) years of considerable supervisory or administrative experience. Possession of a Master's Degree is highly desirable.

Licenses/Certifications:

- Valid California class C driver's license with satisfactory driving record and automobile insurance.
- Registered as a Registered Veterinary Technician (RVT) by the State of California Veterinary Medical Board.

- Completion of PC 832 Peace Officers Training class.
- Must obtain initial or renewal euthanasia 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; and to walk on uneven terrain; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily an office classification with frequent standing in work areas and walking between work areas may be required. Finger dexterity is needed to 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 and evaluate and/or restrain animals. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees primarily work in an office environment with moderate noise levels and controlled temperature conditions. Employees occasionally work outside with exposure to loud noise levels and may be exposed to inclement weather conditions, animal hair, dust, and potentially hazardous physical substances. May involve exposure to wild, dangerous, and/or diseased animals, and animals known to cause allergies. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing Departmental policies and procedures.

SALARY RANGE:

\$6,391 to \$9,030 monthly