

## ANIMAL SERVICES MANAGER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under general direction of the Police Chief, the Animal Services Manager plans, organizes and directs the activities of the Animal Services unit within the Police Department, including the enforcement of City ordinances and state laws relating to animal control activities; operates and maintains the City animal shelter and directs Animal Services supervisor and staff in field and center activities; establishes and implements policies and procedures; advises the Police Chief on animal service operation issues; performs the most technical and complex tasks related to animal sheltering and animal control.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Manages all operations of the animal shelter.
2. Develops and directs the implementation of goals, objectives, policies, procedures and work standards for the entire Animal Services unit.
3. Develops and implements management systems, procedures and standards for program evaluation.
4. Preparation and administration of the Animal Services program budget; submit budget recommendations; monitors the budget and develops sources of additional funding or revenue.
5. Selects and trains Animal Services staff; monitors work activities to ensure compliance with established policies and procedures; prepares performance evaluations and ensures their job-related training and development.
6. Confers with subordinates to develop plans and initiate procedural changes.
7. Conducts staff meetings to explain and interpret rules and policies and explain enforcement problems.
8. Assigns and directs daily activities including investigation of complaints, dangerous animals, welfare checks, other field services and patrol, enforcement of state and local laws regarding animal control, feeding, care, adoption, placement, quarantine, euthanasia and disposal of animals held at the shelter, collection of fees, and shelter operation and maintenance, directly and through subordinates.
9. Develops public education programs concerning the responsibilities of animal ownership and proper care and control of animals.
10. Oversees the impounding and emergency veterinary care of injured, sick or abandoned animals found on public or private property.

**CITY OF ANTIOCH**  
**ANIMAL SERVICES MANAGER**

11. Oversees veterinary care of animals in the shelter in conjunction with veterinarian.
12. Maintains and monitors the health of impounded animals with veterinarian; ensures the health of herd in accordance with current animal welfare and sheltering standards; manages shelter population.
13. Investigates and resolves complaints regarding animal control and shelter activity; ensures observance of safe working practices.
14. Oversees and directs the activities of the Antioch Animal Services volunteer program.
15. Prepares or directs the preparation of a variety of studies and reports related to current animal shelter issues and long range City needs, and develops specific proposals to meet them; manages animal database to assure data integrity; analyses data and trends of animals entering the shelter.
16. Assures compliance with State, County and local laws and regulations covering the impounding, care, sale, euthanasia and disposal of animals. Enforces laws governing the licensing and control of animals.
17. Ensures compliance of program activities to pertinent codes, regulations labor agreements and guidelines; monitors developments related to animal services and evaluates their impact and implements policy and procedural improvements.
18. Establishes and maintains effective working relationships with other departments, the public, and other animal welfare groups; coordinate the functions of the animal shelter with other public and private animal organizations.
19. Deal courteously and effectively with staff, representatives of other departments and agencies, vendors, and members of the general public.
20. Maintain records and files concerning operations and programs; prepare and review reports on operations and activities; maintain and provide records and information necessary for court hearings and the prosecution of cases related to animal control.
21. Advises the Police Chief on new programs, policies, and procedures.
22. Develops policies and procedures for the implementation of new programs; ensuring the effective integration of field and shelter policies with the department.
23. Directs and participates in the development of both short term goals and long range objectives of departmental operations.
24. Plans, organizes and directs and evaluates work through Animal Services staff and supervisor, including the development and implementation of policies and procedures.
25. Attend and participate in professional group meetings; maintain awareness of new trends and developments in the field of animal services; incorporate new developments as appropriate into programs.

**CITY OF ANTIOCH**

**ANIMAL SERVICES MANAGER**

26. Prepares and presents staff reports and other documentation for presentation at City Council meetings.
27. Monitors the efficiency and effectiveness of operation activities and recommends ways to increase productivity.
28. Make public presentations before groups and represent the unit and the City at meetings and conferences.
29. Perform related duties as required.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

- Modern principles, practices and techniques of the control and care of animals.
- Accepted principles and practices of organization, management and supervision.
- Principles and practices of business and public administration applicable to the Animal Services unit.
- Modern principles and practices used in the operation of an animal shelter.
- Principles and practices of budget preparation and administration.
- Methods and techniques of animal collection and impoundment.
- Behavior and other characteristics of various breeds of dogs, cats, and other wild and domestic animals and livestock.
- Modern principles and practices of animal care, including best practices, and first aid.
- Symptoms and behavior associated with rabies and other diseases common to animals.
- Current methods and equipment used in the care and control of animals.
- Pertinent federal, state, and local laws, codes, and regulations including laws and regulations governing the care, housing, and control of animals.
- Methods and techniques used in customer service and public relations.
- Principles and procedures of record keeping and statistical analysis and reporting.
- Principles of business communications.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- English usage, spelling, grammar, and punctuation.
- Geographic features and locations within the area served.
- Standard broadcasting procedures of a police radio system.
- Occupational hazards and standard safety practices.

**Ability to:**

- Direct Animal Services unit including animal shelter operations and animal control services and activities.
- Select, train, and evaluate staff.
- Plan, organize, coordinate and direct the work of subordinates.
- Plan and organize work to meet changing priorities and deadlines.
- Recommend and implement goals, objectives, policies, and procedures for providing animal shelter and animal control services and activities.
- Analyze interpersonal and animal related situations quickly and determine appropriate responsive action for the Animal Services unit.

## **CITY OF ANTIOCH**

### **ANIMAL SERVICES MANAGER**

- Compose effective correspondence and reports.
- Interpret legal and administrative directives.
- Formulate regulations conforming to such directives, plans, organizes the implementation of such regulations.
- Speak before and deal effectively with civic groups, local government, and the public.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.
- Effectively represent the Animal Services unit to outside individuals and agencies to accomplish the goals and objectives of the unit; speak before community groups, including advocacy groups.
- Work cooperatively with other departments and outside agencies.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Perform the full range of animal control activities.
- Capture and care for a variety of domestic, exotic and wild animals.
- Recognize symptoms of rabies and common animal diseases.
- Perform euthanasia.
- Operate a variety of animal control equipment in a safe and effective manner.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, staff, or other agencies on sensitive issues in area of responsibility.
- Prepare clear, accurate and concise records, reports, correspondence and other written material.
- Use good judgment and common sense in handling difficult situations.
- Communicate clearly and concisely, both orally and in writing.

### **Minimum Education and Experience Guidelines**

#### **Education/Training:**

A Bachelor's Degree from an accredited college or university with a major in public or business administration, animal science, or a closely related field.

#### **Experience:**

Five (5) years of fulltime, or its equivalent, in animal control and/or shelter operations including at least two (2) years in a jurisdiction responsible for the licensing, housing of animals and field enforcement of State and local animal control laws and ordinances, and two (2) years of supervisory or management responsibilities with a City or County animal services agency, humane society, animal hospital, or related facility. Experience should include working with the public and program management and development.

#### **License or Certificates Required:**

Possession and maintenance of a valid California Motor Vehicle Operator's license. Out of State valid Motor Vehicle Operator's license will be accepted during the application process; must obtain a valid California Motor Vehicle Operator's license within six (6) months of employment.

Must be able to obtain a valid Euthanasia Certificate that is recognized by the State Humane Association of California and the California Animal Control Directors Association within one (1) year of employment.

CITY OF ANTIOCH

ANIMAL SERVICES MANAGER

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in an office, kennel, and field environment; exposure to a variety of domestic and wild animals; exposure to infectious animal diseases, animal wastes, animal bites, allergens, and inclement weather conditions; incumbents may be required to work extended hours including evenings, weekends, and holidays.

**Physical:** Primary functions require sufficient physical ability and mobility to travel to various locations to pick up and dispose of animals; exert physical strength when handling animals and livestock; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull moderate to heavy amounts of weight; to operate office equipment including use of a computer keyboard; to operate assigned equipment and vehicle; and to verbally communicate to exchange information.

FLSA: Exempt

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This class specification identifies the essential functions typically assigned to positions in this class. Other duties not described may be assigned to employees in order to meet changing business needs or staffing levels but will be reasonably related to an employee's position and qualifications. Other duties outside of an individual's skill level may also be assigned on a short term basis in order to provide job enrichment opportunities or to address emergency situations.