



June 2019
FLSA: Non-Exempt

ANIMAL CONTROL SUPERVISOR

DEFINITION

Under general direction, enforces and supervises the enforcement and communication of animal services codes, ordinances, and regulations; ensures public safety by capturing and caring for domestic, wild, stray, vicious, and/or injured animals; directs the operation of the Town's animal shelter and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Police Lieutenant. Exercises direct or general supervision over professional, technical, and/or administrative staff.

CLASS CHARACTERISTICS

This is a single position, working supervisory classification in the area of Animal Control. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of Animal Control and Animal Shelter staff and the Town's Animal Shelter operations. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL 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.

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff in the care of animals and the enforcement of animal control laws, rules, and regulations.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the Animal Control Program; identifies resource needs; recommends and implements policies and procedures, including standard operating procedures.
- Monitors operations and day-to-day activities of the Town's animal shelter; recommends improvements and modifications; compiles and maintains statistics relating to animal control functions; posts, files, and maintains a variety of records and prepares various annual and monthly reports on operations and activities.
- Determines and recommends equipment, materials, and staffing needs, procedures and standards for assigned operations, projects, and programs; participates in the annual budget preparation; prepares detailed cost estimates; maintains a variety of records and prepares routine reports of work performance, expenditures, and revenues.
- Plans and lays out animal control and care programs and activities; monitors and controls supplies and equipment; orders supplies and equipment as necessary; prepares documents for equipment procurement and participates in the bid process.
- Supervises the use of and operation of materials, equipment, and vehicles; ensures that equipment and vehicles are safely operated, maintained, and secured when not in use; schedules the service, repair, and replacement of equipment and vehicles.
- Identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.

- Participates in the selection of employees; conducts or directs staff training and development; reviews and evaluates employee performance; counsels employees and recommends disciplinary action.
- Participates in responding to complaints regarding possible threats to public safety and property attributable to animals and reptiles and/or violations of animal control regulations; searches locations of reported vicious and/or stray animals; captures, transports and impounds animals; patrols areas to determine compliance with animal control regulations; advises pet owners of regulations and may issue citations for violations.
- Conducts investigations of reported violations of code provisions regarding the keeping of animals and cruelty to animals, reports of animal bites, and animal nuisance complaints; interviews complainants and identifies animals' owners; inspects animals and retention areas; establishes quarantines to determine health of animals; impounds seriously injured or ill animals and arranges for veterinary care or euthanasia; prepares incident reports; may attend court and provide testimony regarding cases involving court action.
- Provides assistance to the public regarding animal control matters; responds to inquiries and provides information regarding local animal control laws; makes presentations to community groups and participates in the preparation of informational materials regarding animal care and regulations; organizes, coordinates, and participates in the conduct of rabies vaccination clinics with local veterinarians.
- Supervises and participates in a variety of activities related to animal licensing, adoption, care, confinement, and disposal; issues licenses, collects fees, and maintains records; directs, plans, coordinates, and oversees the Animal Shelter's front counter operations and identifies opportunities for improvement in service, delivery methods and procedures; assists the public in completing forms for the adoption of animals and arranges transfers; feeds, waters, inoculates and generally cares for animals; assists in the cleaning and disinfection of animal cages and kennels.
- Interprets applicable Federal, State, and local laws, rules, regulations, ordinances, statutes, and policies for staff and for the general public.
- Coordinates activities and services of the program with those of other Town departments, outside agencies, non-profit groups, and the general public.
- Composes, types, formats, and proofreads a wide variety of reports, letters, memoranda, and other written materials.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Methods and techniques of handling, collection, impoundment, and registration of a variety of wild and domestic animals in various conditions.
- Identification of various breeds of domestic and wild or feral animals.
- Principles of animal behavior and care.
- Principles, practices, methods, and techniques of code violation investigation and compliance.
- Practices for documenting inspections, correcting violations, and carrying through on Court procedures.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Occupational hazards and standard safety practices necessary in the area of animal services.
- Techniques and practices of public speaking and making presentation before small groups.
- Principles of record keeping and reporting.

- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural, and ethnic backgrounds, in person and over the telephone.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Recognize normal and abnormal animal behavior.
- Handle potentially dangerous animals in a safe manner.
- Inoculate and medicate animals, after completion of the appropriate training.
- Effectively respond to calls for services.
- Prepare, maintain, and update accurate and detailed documentation of inspection findings and other written materials, records, logs, and reports.
- Operate and maintain a variety of animal control equipment.
- Operate a two-way radio.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Town in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Learn and understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of 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 the twelfth (12th) grade and three (3) years of experience in the enforcement and communication of animals services codes, ordinances, and regulations and the humane care and handling of animals and lead experience. College-level coursework in animal health care and experience with a public agency are highly desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.
- Possession of a certificate of completion of Penal Code §832 Course in Arrest, Search and Seizure issued by California Commission on Peace Officer Standards and Training within 90 days of appointment.
- Possession of a certificate in Animal Law Enforcement Basic Academy; 20 hours in animal care, 40 hours in California Humane Law, is desirable.
- Possession of a certificate in Animal Law Enforcement Advanced Academy with 40 hours of continued training in California Humane Law every two (2) years, is desirable.

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 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 a field classification with frequent standing and walking between work areas required. Wrist flexion and lateral rotation are necessary in combination with grasping to handle a snare and leash. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment and above-mentioned tools and equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds, or heavier weights with the use of proper equipment and assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees primarily work outside and may be exposed to inclement weather conditions and potentially hazardous physical substances. May involve exposure to dangerous and/or diseased animals and animals known to cause allergies. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work a varied schedule of hours, which may include early mornings, evenings, weekends, and holidays.