

CITY OF LATHROP

ANIMAL SERVICES MANAGER

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general direction, plans, organizes and manages day-to-day activities of the Animal Services Division, including the enforcement of all ordinances relating to the care and keeping of animals, including the issuance of citations and impounding of animals; formulates policy and develops goals and objectives; manages staff; prepares and administers the division budget; coordinates the City's contracts for the sheltering, care and treatment of animals; provides highly responsible and complex administrative assistance to other departments/agencies; performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

The **Animal Services Manager** is a single position class in which the incumbent is expected to manage the City's animal services and animal licensing operations. The incumbent also coordinates the City's contract for animal sheltering and treatment activities. This classification is distinguished from the next lower classification of Senior Animal Services Officer by having the management responsibilities for the division and performing supervisory duties.

SUPERVISION RECEIVED AND EXERCISED:

Receives general direction from the Police Chief. Exercises direct supervision over animal services division technical and clerical staff.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Accepts management responsibility for the activities, operations and services of the Animal Services Division; directs, coordinates, reviews and participates in the work of technical employees in the enforcement of animal control laws and regulations, including care, control, impounding, licensing, disposal and education programs.
- Coordinates activities and contract services for animal shelter, care and treatment; coordinates enforcement activities with surrounding organizations and agencies.
- Supervises and administers the development, implementation and maintenance of division goals, objectives, policies and procedures; reviews and evaluates work methods and procedures for improving organizational performance and meeting division goals; ensures that goals are achieved.
- Coordinates the selection, orientation, training and evaluation programs for assigned personnel; provides and/or coordinates staff training; provides positive motivation for employee performance; identifies and resolves staff deficiencies; fulfills discipline procedures; reviews the work of staff to ensure compliance with applicable state and local laws, codes and regulations.

- Oversees and participates in the development of the annual budget; participates in the forecast of necessary funds for staffing, materials, services and supplies; administers and monitors the approved division budget; discusses and resolves budget issues with appropriate staff; implements adjustments as necessary.
- Provides technical and professional advice; prepares and coordinates reports and presentations on current animal services and licensing related issues for City Council, City Manager, community groups and enforcement agencies.
- Monitors and keeps informed of current trends in the field of animal licensing, enforcement and animal care, including legislation, court rulings, and professional practices and techniques; evaluates their impact and recommends policy and procedural modifications accordingly.
- Responds to the most complex and difficult complaints, inquiries and requests related to animal licensing, animal nuisance and care issues; provides information and resolves service issues and complaints; represents the Division with other City departments, other agencies, civic groups and the public; makes public presentations needed.
- Prepares various reports on operations and activities; maintains records related to citations and licensing of animals.
- Performs the full range of duties of an Animal Services Officer on an as needed basis.
- Appears and testifies in court as required.
- Establishes positive working relationships with representatives of law enforcement organizations, state/local agencies and associations, City management and staff, and the public.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, running, standing, walking on level and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping, repetitive hand movement, climbing fences, and crawling under houses in the performance of daily duties. The position also requires both near and far vision when performing investigations, operating assigned equipment and reading correspondence, statistical data and using a computer. The need to lift, carry and push animals and supplies weighing 100 pounds or more may also be required. Additionally, the incumbent may be required to work outdoors in all weather conditions, including wet, hot and cold. The incumbent may be exposed to waste and infectious materials, and use cleaning chemicals, which may expose the employee to fumes, dust and air contaminants. The nature of the work also requires the incumbent to handle aggressive and biting animals; handle and move dead animals; drive motorized vehicles, work in heavy vehicle traffic conditions, and often work with constant interruptions.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for an **Animal Services Manager**. A typical way of obtaining the required qualifications is to possess the equivalent of five years of experience in animal handling and care, including two years in the enforcement of animal control regulations and six months of administrative and supervisory experience, and an associate of arts degree with coursework in animal behavior, police science, public administration or a related field.

License/Certificate:

Possession of, or ability to obtain, a valid Class C California driver's license. Possession of, or the ability to obtain, a P.C. 832 P.O.S.T Certificate issued by the State of California. Possession of, or the ability to obtain, a Euthanasia Certificate. Possession of, or the ability to obtain, a child abuse reporting certificate (Penal Code 11166.5).

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KSA's necessary to perform essential duties of the position.)*

Knowledge of:

Modern principles and practice of management relating to animal services operations; various breeds of dogs, cats, and other domestic animals; safe and efficient methods of handling dogs and other small animals; principles and practices of program and budget development, administration and evaluation; methods of animal collection and impoundment; animal control laws and ordinances; common animal injuries, diseases and methods of control; techniques and methods for the treatment and euthanasia of animals; basic knowledge of child abuse reporting procedures and requirements; basic knowledge of court procedures as they relate to providing testimony regarding animal control cases; methods and techniques of supervision, training and motivation; basic principles of mathematics; applicable federal, state and local laws, codes and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; modern office practices, methods and equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

Ability to:

Plan, organize, direct and evaluate the work of subordinate staff; read, understand, interpret and explain ordinances, policies, and enforcement procedures; enforce animal control laws and regulations; recognize normal and abnormal animal behavior; utilize proper capturing, handling and muzzling techniques; administer first aid and lethal injections to animals; deal effectively with aggressive pet owners and others in the issuance of citations and impounding of animals; work cooperatively with other departments, outside agencies, and the general public; meet appropriate physical demands necessary for adequate job performance; perform a variety of animal control activities; plan, organize, train, evaluate and direct work of assigned staff; perform mathematical calculations quickly and accurately; interpret, explain and apply applicable laws, codes and regulations; read, interpret and record data accurately; organize, prioritize and follow-

up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue, and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to:

Operate standard animal control tools and equipment such as firearms, nets, immobilization gun, and related equipment; operate an office computer and a variety of word processing and software applications; operate a motor vehicle; operate a two-way radio.