

**CLASS SPECIFICATION**  
**Animal Services Division Manager**

**GENERAL PURPOSE**

Under general direction, develops, organizes, manages and directs the City's animal services programs; coordinates assigned activities with other divisions, departments and outside agencies; and performs related work as assigned.

**DISTINGUISHING CHARACTERISTICS**

This single-position class is responsible for the overall management, direction and operation of the City's animal services programs, including the licensing of animals, enforcement of City ordinances applicable to stray animals, and the proper care and treatment of animals in the animal shelter. Work requires considerable interaction with the community, pet owners and others with special interest in the care and treatment of animals and a high degree of skill in dealing with sensitive and potentially controversial issues. Assignments are broad in scope and allow for a high degree of administrative discretion in their execution.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Plans, organizes, controls, manages and evaluates the work of the Animal Services division; with subordinate supervisors and staff, participates in establishing operational plans and initiatives to meet department goals and objectives; implements division plans, work programs, processes, procedures and policies required to achieve overall performance results; coordinates and integrates division functions and responsibilities to achieve optimal efficiency and effectiveness; participates in developing and monitoring performance against the annual division budget.
2. Plans and evaluates the performance of assigned supervisors and staff; establishes performance requirements and personal development targets; monitors performance and provides coaching for performance improvement and development; provides or recommends compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, subject to management concurrence, in accordance with the City's human resources policies and procedures and labor contract provisions.
3. Provides leadership and works with staff to develop and maintain a high-performance, customer service-oriented work environment that supports achieving the City's mission, strategic goals and core values.
4. Plans, organizes and coordinates the division's daily shelter and field operations; assigns projects and programmatic areas of responsibility; reviews and evaluates methods and procedures; meets with key staff to identify and resolves problems.

5. Directs services and activities including the enforcement of ordinances governing the licensing, quarantine, vaccination, impounding, care, destruction and disposal of animals and the operation and maintenance of the City Animal Shelter; ensures proper care and treatment of animals under the jurisdiction of the division.
6. Ensures the maintenance of accurate records of all shelter operations and fiscal and personnel matters.
7. Directs staff in providing courteous and expeditious customer service to the public and other City departments.
8. Assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs and implements changes.
9. Administers the animal control program in accordance with local ordinances, state statutes, regulations and city policies pertaining to animal control.
10. Represents the Animal Services division to other departments, elected officials and outside agencies and to various public groups; coordinates assigned activities with those of other departments and outside agencies and organizations.
11. Conducts a variety of organizational studies, investigations and operational studies; recommends modifications to animal control programs, policies and procedures as appropriate.
12. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of animal control.
13. Maintains a public relations program; provides information concerning division programs to civic groups; responds to and resolves difficult and sensitive citizen inquiries and complaints.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles, practices, methods and techniques for the operation and management of an animal control shelter.
2. Federal, state and local laws, regulations and court decisions governing the licensing, quarantining, impounding, care, destruction and disposal of animals.
3. Accepted practices in the care and treatment of animals, including feeding, veterinary care and shelter management.
4. Safe work practices and appropriate safety precautions and procedures.
5. Symptoms of common animal diseases and appropriate treatment protocols.
6. Methods and protocols to prevent the spread of animal diseases to humans.
7. Methods, procedures and facilities for the humane destruction of unclaimed animals.
8. Types and characteristics of the various breeds of dogs, cats and other domesticated and wild animals.

9. Principles and practices of public administration, including budgeting, contracting and maintenance of public records.
10. Principles and practices of sound business communication.
11. Basic principles and practices of image management and public outreach.
12. Principles and practices of effective management and supervision.
13. City human resources policies and procedures and labor contract provisions.

**Ability to:**

1. Plan, direct and supervise the work of staff engaged in performing animal services duties and enforcing animal control law and regulations.
2. Organize, set priorities and exercise sound expert independent judgment within areas of responsibility.
3. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
4. Present proposals and recommendations clearly, logically and persuasively.
5. Understand, interpret, explain and apply City codes and ordinances applicable to the City's animal services and control programs.
6. Exercise sound, expert independent judgment within general policy guidelines.
7. Understand problems of the public concerning animals.
8. Conduct thorough investigations.
9. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
10. Establish and maintain effective working relationships with all levels of City management, community representatives, staff, the public and others encountered in the course of work.

**Education, Training and Experience:**

A bachelor's degree in business, public administration or a closely related field. A minimum of seven years of progressively responsible experience in the care and handling of domestic and wild animals, at least three of which were in a supervisory or program/project management capacity.

**Licenses; Certificates; Special Requirements:**

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with all levels of City management, community representatives, staff, the public and others encountered in the course of work.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee works under typical office conditions and the noise level is usually quiet. The employee may occasionally be required to work in outside conditions, exposed to wet and/or humid conditions, where the noise level may be loud, and may be exposed to sick, injured and vicious animals.