

**CLASS SPECIFICATION**  
**Animal Services Field Supervisor**

**GENERAL PURPOSE**

Under direction, supervises and coordinates the work of staff engaged in the care and maintenance of animals in the shelter and animal control field operations; coordinates activities with other divisions, outside agencies and the public; and performs related work as assigned.

**DISTINGUISHING CHARACTERISTICS**

Animal Services Field Supervisor is the supervisory class in the Animal Control series. The incumbent is responsible for scheduling, supervising and monitoring field animal control activities, ensuring they are carried out in accordance with City policy and all applicable legal requirements. Duties and responsibilities are carried out with considerable independence within the framework of established policies, procedures and guidelines.

**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, supervises and evaluates the work of assigned staff; with staff, develops, implements and monitors work plans to achieve assigned goals and objectives; contributes to development of and monitoring of performance against the annual division budget; participates in developing, implementing and evaluating work programs, plans, processes, systems and procedures to achieve division and City goals, objectives and performance measures consistent with the City's quality and service expectations.
2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City's human resources policies and labor contract provisions.
3. Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving City and division objectives and service expectations; provides leadership and participates in programs and activities that promote a positive employee relations environment.
4. Supervises staff engaged in the enforcement of state, county and city ordinances and regulations relating to animal licensing, quarantine, vaccination, pounding and care.

5. Ensures destruction and disposal of animals is carried out in accordance with all applicable law, policy and procedures.
6. Provides technical assistance in the resolution of difficult field investigations; assists staff in the investigation and preparation of formal complaints for court action against violators of ordinances and laws; prepares case files and assembles necessary documentation; reviews and approves investigation reports and recommended actions; assigns emergency cases for investigation; supervises and reviews the recording of all citations issued.
7. Coordinates and reviews the work plan for assigned animal control services and activities; assigns work activities and projects; meets with department staffed identify and resolve problems.
8. Assists with the division's public relations program by providing information to civic groups and news media on animal control-related matters; coordinates educational programs with schools; encourages redemption and adoption of animals.
9. Prepares and presents staff reports and other correspondence as required.
10. Inspects and supervises maintenance of equipment and vehicles.
11. Identifies opportunities for improving delivery of services; identifies resource needs.

#### **OTHER DUTIES**

1. Provides backup to field personnel as required.
2. Coordinates animal control activities with other agencies and organizations and with other City departments, as needed.
3. Attends and participates in professional group meetings; provides training to other jurisdictions as requested.
4. Acts for the Animal Services Division Manager in that individual's absence.

#### **QUALIFICATIONS**

##### **Knowledge of:**

1. State, county and city laws, ordinances, rules and regulations governing the licensing, care, quarantine, impound and treatment of animals.
2. Methods of animal collection, care and disposal.
3. Animal behavior and anatomy and the physiology of wild and domestic animals.
4. Common animal diseases and methods for their control.
5. Zoonotic diseases.
6. Ordinances and regulations governing licensing of animals.
7. Safety rules, precautions and procedures, especially regarding the use of firearms.

8. Laws governing the use and recordkeeping required for drugs and tranquilizers used for chemical capture and euthanasia.
9. Animal inventory methods and practices.
10. Procedures for issuing citations.
11. Principles and practices of effective supervision.
12. City human resources policies and procedures and labor contract provisions.

**Ability to:**

1. Plan, supervise and coordinate the work of employees engaged in animal control and care activities.
2. Understand, interpret, explain and apply state, county and city laws relating to animal care and control.
3. Plan, coordinate and carry out or oversee difficult field investigations.
4. Understand and carry out oral and written instructions.
5. Communicate clearly and concisely, both orally and in writing.
6. Represent the City effectively when speaking before the public concerning public health, animal control, animal husbandry, animal sheltering and care, the humane treatment of animals, pet overpopulation, and animal disease control.
7. Ensure that field service and enforcement issues are addressed in a timely and efficient manner.
8. Prepare clear, concise and comprehensive correspondence, reports and other written materials.
9. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
10. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
11. Establish and maintain effective working relationships with staff, the public, law enforcement agencies, court personnel and others encountered in the course of work.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and six years of progressively responsible animal control or care experience, at least one year of which was in a lead capacity; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

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

Successful completion of the California State Humane Academy or the National Animal Control Association Academy Level I or equivalent.

PC 832 (POST) certification.

Ability to obtain certification in remote chemical capture and humane euthanasia within six months of date of hire

## **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 data, information and documents; analyze and solve difficult problems; use math/mathematical reasoning; work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with staff, the public, law enforcement agencies, court personnel and others encountered in the course of work. The employee is occasionally required to deal with dissatisfied or quarrelsome individuals.

## **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, noises, odors, dust and noxious fumes, and the noise level may be loud.