

CLASS SPECIFICATION



CLASS: Animal Care Manager
ALLOCATION: Sheriff's Department
FLSA STATUS: Exempt
UNION AFFILIATION: Non-Represented

ESTABLISHED: October 2019

JOB SUMMARY:

Under general direction, plans, manages, organizes and coordinates the programmatic, administrative and operational activities of the Animal Care Services facility in accordance with Federal, State, and local laws, regulations, codes, ordinances and policies; manages and the directs the implementation of services, operations and facilities related to the humane care, treatment and control of animals within its jurisdiction; directs, manages and supervises the work of Animal Services staff; establishes and implements Animal Care Services objectives and performance standards; and performs other duties as assigned.

This is the managerial level in the animal care services series.

CLASS CHARACTERISTICS:

This position reports directly to the Sheriff's Captain and the incumbent is responsible for the efficient and effective operation of the County's animal care and control programs and is expected to exercise considerable independent judgment and initiative to achieve goals and objectives. This class is distinguished from Sheriff's Captain in that the latter has overall management responsibility for a major functional area of the department.

EXAMPLES OF DUTIES:

Essential:

- Plan, organize, and manage programmatic, administrative and operational activities in support of Animal Care Services; oversee and coordinate the allocation of designated resources, administer the record keeping and reporting functions, and ensure compliance with stated mission, goals, regulations and guidelines.
- Establish division objectives and performance standards; evaluate programs' operations and activities in terms of overall effectiveness and compliance; implement improvements and modifications as necessary; and adjust overall goals and objectives in response to program directives and/or client needs.
- Supervise, assign, plan, review and evaluate the work of assigned field and office support staff and volunteers; evaluate staffs' job performance; provide direction and coaching, through regular feedback sessions; create individual development plans with employees; discuss job performance programs to identify causes and issues, and to work on resolving problems; recommend discipline and implement discipline procedures as needed/directed.
- Provide expertise, consultation and assistance in the areas of humane animal care, treatment, control, impounding, licensing, vaccination, care and pet adoption, euthanasia, disposal and education programs; respond to the most complex and difficult complaints, inquiries and requests related to animal care services issues; provide information and resolve service issues and complaints.
- Participate in budget preparation and administration for Animal Care Services; prepare cost estimates/projections, submit justifications for requested resources; monitor and control expenditures; and resolve budgetary problems.
- Direct, oversee and administer contracts for service/care providers in the implementation of Animal Care Services; oversee work performed by vendors; review and evaluate quality of service and contract compliance; verify billings and payments; respond to inquiries, resolve conflicts and ensure contractual obligations are met by all parties; and represent the department and Animal Care Services to contractor and vendors.
- Confer with and represent the County, Department and Animal Care Services to departments, other governmental agencies and organizations, local communities, businesses, clients and the general public; establish and maintain positive and open communications with other departments, programs and projects, and local non-profit animal care organizations, civic groups, County employees, local government officials, the public and the media.
- Plan, organize and direct animal care services field and shelter operations, including oversight of kennels, monitor and determine the quarantining and testing of potentially rabid and/or dangerous animals; and coordinate animal licensing programs.
- Establish and maintain a public information campaign to educate the public on the Animal Care Services

- operations; present educational information to affiliated agencies and law enforcement community.
- Direct the preparation of evidence/documentation to the courts and legal counsel in the prosecution of violators as related to Animal Care Services issues; prepare for and appear in court to provide testimony as necessary.
- Ensure the County's Animal Care Services facility operations are conducted in a safe, sanitary and humane manner.
- Monitor changes in legislation that may affect program operations; evaluate their effect upon program activities and recommend appropriate policy and procedure modifications.
- Maintain or direct the maintenance of accurate records and files, to include euthanasia drugs.

Important:

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Act as department representative in emergency or disaster response activities.
- Perform the full range of duties of an Animal Care Services Officers and/or Technicians on an as needed basis.
- May be required to drive a personal or a County motor vehicle; travel to a variety of sites in the County.
- Uses standard office equipment, including a computer, in the course of the work.

EMPLOYMENT STANDARDS:

Knowledge of:

- Principles, practices and techniques used in animal control, custody and care, to include the euthanizing of animals when necessary.
- Pertinent local, State and Federal laws, regulations and ordinances.
- Administrative principles and practices, including goal setting, program development, implementation and evaluation.
- Principles and practices of research, analysis and management.
- Principles and practices of employee supervision, including selection, work planning and organization, performance review and evaluation and employee training and discipline.
- Principles and practices of government budget development and administration, financial forecasting and analysis and contract management.
- Modern principles and practices of management related to humane animal care services operations, including various animal breeds, effective methods of handling and impounding animals, common animal injuries, diseases and methods of control.
- Techniques for understanding and effectively communicating with individuals of various cultures and socio-economic groups, occasionally where relations may be strained or difficult.
- Local community resources and various community services programs.
- Safety principles, practices and equipment related to the work.
- Modern office procedures, methods and computer equipment.

Skill in:

- Project management, including organizing, implementing and directing Animal Care Services operations and activities.
- Leadership, scheduling and supervising staff, skills training, and delegating tasks and authority.
- Developing and implementing goals, objectives, policies procedures and work standards.
- Defining and analyzing problems and issues, identifying alternative solutions, projecting consequence of actions and implementation of recommendations.
- Using initiative and independent judgment within established procedural guidelines.
- Planning, organizing, assigning, directing, reviewing and evaluating the work of staff.
- Understanding, interpreting and applying relevant laws, codes, regulations and policies.
- Collecting evidence and data, preparing court and special reports, and effectively presenting case information.
- Effectively negotiating and consensus development with individuals and organization having a broad range of interests.
- Using tact, patience and courtesy in dealing with those contacted in the course of the work.
- Preparing and/or directing the preparation of clear and concise staff reports, policies, procedures, correspondence and other written materials.
- Maintaining accurate financial and operational records.

Ability to:

- Work independently with little direction and make sound decisions.
- Assess and prioritize multiple tasks, projects and demands simultaneously.
- Work within a team framework, both as a leader and a member.
- Make rational judgments and decisions in a timely manner particularly in situations involving potential risks.
- Develop and monitor a budget and administer contracts.
- Effectively communicate verbal and written information and ideas in a manner others will understand.
- Enforce department rules, policies and procedures.
- Instill individual accountability and responsibility by immediately responding to behavior.
- Accept criticism and deal calmly and effectively with high stress situations.
- Maintain composure, keep emotions in check, control anger and avoid aggressive behavior, even in very difficult situations.
- Foster constructive and collaborative relationships with internal and external stakeholders.
- Listen carefully to what other people are saying, take time to understand the points being made, and ask questions as appropriate for clarification.

Physical Demands: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group V) which will measure the ability to:

- See well enough to read fine print and view a computer screen for prolonged periods of time; speak and hear well enough to understand, respond, and communicate clearly in person, on the telephone and over the radio; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Mobility to drive a motor vehicle to attend meetings or visit various field sites.
- Strength and stamina to visit various residential, commercial or industrial properties.
- Occasional bending, stooping, squatting, climbing, reaching above or at shoulder level, kneeling, pushing/pulling, and twisting at waist.
- Strength and mobility to lift and/or maneuver animals weighing up to 50 pounds with proper equipment.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment:

- Work is performed both in office and in the field at various residential, commercial and public properties.
- Work with exposure to potentially hazardous chemicals, uneven footing, inclement weather, temperature extremes, unpleasant odors or other potentially dangerous conditions.
- Exposure to loud noises; injured, ill or dead animals in potentially hazardous situations; dissatisfied and potentially hostile individuals.
- The work may work extended hours, weekends, holidays, evenings or irregular hours.

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

Licenses and Certification:

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; maintain throughout employment.
- Possession of or have the ability to obtain within one year of hire date, a California PC 832 Peace Officer Certification.
- Possession of or have the ability to obtain a Veterinary Technician License within one year of hire date.

Special Requirements:

- Must successfully complete an extensive and thorough background investigation which may include Live Scan fingerprinting prior to hire.
- DMV printout prior to hire.
- Must file statements of economic interest with the Yuba County Clerk/Recorder.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

Education and Experience:

MINIMUM: Bachelor's Degree from an accredited college or university with major coursework in Business Administration, Public Administration, Animal Science or a related field and three years of progressively responsible administrative experience, including humane animal care and the enforcement of animal control regulations, with at least one year in a supervisory capacity; OR

An Associate's Degree from an accredited college or university with major coursework in business administration, public administration, animal science or a related field and five years of progressively responsible administrative experience, including humane animal care and the enforcement of animal control regulations, with at least one year in a supervisory capacity.

Candidates with strong experience who lack the degree are encouraged to apply.

PREFERRED: In addition to the minimum, additional years of management experience in an animal care facility.

This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.

Dept Approval:
Date:

EEOC: B
WC: 7720

Human Resources Approval: Analyst
Date:

Signature: _____

Signature: _____