

ANIMAL SERVICES - SUPERVISOR

SUMMARY

This employee schedules, and manages all operations of the Animal Services Division, including shelter operations, personnel, volunteers, vehicles, and equipment. The Animal Services Supervisor schedules, assigns and reviews the work of employees engaged in animal control services, humane enforcement, shelter operations, and other related work. Independent judgment may be used according to the situation and different courses of action taken to complete the department's responsibilities. Reports directly to the Assistant Chief of Police

ESSENTIAL FUNCTIONS OF THE JOB

- Supervises personnel and assigns work tasks for the provision of animal control services, humane enforcement, and animal shelter operations.
- Manages daily operations of the Animal Services department.
- Determines staff, materials, equipment, and supplies needed for daily operations and to complete assignments and projects.
- Creates work schedules for daily work shifts and emergency on-call shifts that provide effective delivery of animal control services coverage 24 hours a day, 7 days a week, 365 days a year.
- Performs administrative work such as scheduling employee work hours; recording actual time worked; vacation, sick, and/or compensatory leave; injury and worker compensation reports, maintains time sheet, performance evaluation and training files and other reports and forms.
- Coordinates services of veterinarians and other contractors and vendors to ensure services meet the needs of the Animal Services Division and the City.
- Ensures the Animal Services Division and Animal Services personnel maintain all applicable state and federal licenses and certifications, including state Animal Control Certification, DEA registration, euthanasia certifications, etc.
- Manages and accounts for all monies handled by the Animal Services Division, such as adoption fees, surrender fees, fines, etc. This includes invoices and receipts for accounts payable, petty cash, etc.
- Provides employee training and finds training opportunities for the development of animal services related skills; improves animal services knowledge and techniques.
- Ensures safe and humane practices and techniques are used and provides training for personnel as required.
- Receives and promptly responds to citizen complaints and concerns in a professional and courteous manner.
- Enforces city ordinances and departmental policies.
- Oversees that scheduled maintenance of vehicles is performed.
- Determines what materials and equipment need to be purchased and provides recommendations related to purchases.
- Communicates using written and verbal job instructions.
- Facilitates budget development and review for department.
- Oversees successful delivery of professional content for department social media
- Available for 24-hour emergency service.

- Directs, instructs, and assists Animal Services employees and volunteers regarding animal services related activities and daily shelter operations.
- Responsible for employee safety and proper use of equipment.
- Responsible for encouraging staff engagement, development, and growth
- Performs a variety of office and clerical work, including but not limited to typing, filing, printing, faxing, answering, and returning phone calls, and other duties as required.
- Provides customer service for Animal Shelter visitors.
- Facilitates animal adoptions and surrenders at the Animal Shelter.
- Performs humane animal euthanasia when required.
- Uses and operates a variety of animal control equipment, including but not limited to catch poles, humane traps, leashes, nets, and other capture/restraint devices for the purposes of capturing and handling animals.
- Uses and operates a variety of personal protective equipment including but not limited to TASER, tactical baton, chemical deterrents (i.e., pepper spray), ballistic vest (bulletproof vest), hand-held radio, etc. while executing humane enforcement and animal control related duties.
- Performs duties that may require exposure to adverse environmental conditions such as dirt, dust, pollen, foul odors, noxious fumes, dangerous animals, rain and bad weather, temperature and noise extremes, traffic hazards, toxic agents, violence, disease, or pathogenic substances.
- Instructs and assists volunteers and community service workers at the shelter.
- Performs other tasks as assigned.

KNOWLEDGE AND ABILITIES

- Knowledge of the principles of management and supervision of employees.
- Knowledge of the principles of animal shelter management
- Knowledge of practices and techniques used in humane animal handling and animal husbandry.
- Knowledge of State and City laws and ordinances pertaining to animals and animal welfare.
- Knowledge of appropriate care required for companion animals.
- Knowledge of animal breeds and animal behavior.
- Knowledge of all shelter operations and related activities.
- Knowledge of the use of materials, tools, and equipment associated with animal control services and shelter operations.
- Knowledge of occupational hazards and safety precautions.
- Ability to operate assigned vehicle.
- Ability to carry out complex written and oral instructions, including responding to calls for service in the field, performing tasks at the shelter, and standard city and department policies.
- Ability to schedule and direct the work of subordinates.
- Ability to communicate courteously and effectively with citizens and employees in person, on the telephone and in writing.
- Ability to establish and maintain an effective working relationship with other employees and other departments.

PHYSICAL REQUIREMENTS

- Ability to perform tasks that require sitting, standing, bending, crouching, and crawling while working with vehicles or operating power tools and equipment.
- Ability to climb, kneel, sit, stand, squat, stoop, bend, and walk freely while assisting others with assignments.
- Ability to lift and carry up to 50 pounds.
- Ability to tolerate exposure to fumes and chemicals, toxic substances, excessive noise, heavy lifting, extreme weather conditions, and aggressive animals.

RECOMMENDED QUALIFICATIONS

- Any combination of experience and training equivalent to two (2) or more of the following:
 - Completion of an Associate degree or equivalent, or two (2) years of college coursework in a related field;
 - Three (3) years of management/ supervisory experience in animal control services, humane enforcement, and animal shelter operations.
 - Two (2) years of progressively responsible experience in animal control services, humane enforcement, and animal shelter operations.
- Possession and maintenance of a valid driver’s license.
- Must possess National Animal Control Association academy certification.
- Must possess State of Tennessee Certified Animal Euthanasia Technician license.
- Advanced training in animal cruelty investigations and disaster animal response during emergencies is preferred.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by the employee in this job classification. Employee may be asked to perform job-related tasks other than those specifically presented in this description.

The city reserves the right to revise or change job duties as the need arises; this description does not constitute a written or implied contract of employment.

APPROVED BY:
CITY MANAGER

HUMAN RESOURCES DIRECTOR

Signature & Date

Signature & Date

EMPLOYEE

DATE: _____

Signature

Print Name