



ANIMAL CENTER MANAGER

DEFINITION

Under administrative direction, plan, manage, and administer the programs and activities of an animal shelter, including animal care, adoption, dispatching, canvassing, and field enforcement services; coordinate assigned activities with animal center personnel and other City departments, divisions, outside agencies, and the general public; provide highly responsible and complex administrative support to the Animal Services Director; and perform other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Animal Center Manager reports to the Animal Services Director and oversees animal care and adoptions, shelter maintenance, field operations, and administrative staff, implementation of contract services, and oversight of office support staff. The Animal Center Manager has lesser responsibility than the Animal Services Director, which controls the department budget, oversees public education and marketing programs, and builds relationships with community groups and industry professionals, while maintaining effective liaisons with the City Manager and City Council.

EXAMPLES OF DUTIES

The duties listed below are examples of the work typically performed by employees in this class. An employee may not be assigned all duties listed and may be assigned duties which are not listed below.

1. Plan, organize, and manage the daily operations and services of the animal shelter and care facility; coordinate field animal care, dispatching and field services, medical services, customer service, and administrative practices for multiple shifts.
2. Oversee the enforcement of the City's Animal Control Ordinance and related State and local laws pertaining to dog licenses, vaccinations, and humane treatment of animals.
3. Supervise and coordinate customer service operations, including adoptions and licensing, the collection of delinquent fees and penalties, and the adjudication of public complaints.
4. Supervise and monitor the work of operational personnel assigned to the Animal Care Center by explaining codes and requirements, investigating complaints, and evaluating staff performance.
5. Confer with department director regarding departmental services, customer call levels, field problems, and operating procedures.
6. Coordinate staff scheduling and medical services coverage on shifts given available personnel, employee absences, public health hazards, and other emergencies.

EXAMPLES OF DUTIES (continued)

7. Identify training needs for personnel, and supervise the conduct of training sessions for all personnel on such subjects as animal care, ordinance intent, loading, and animal capture.
8. Review the results of inspections within subordinates' assigned area to insure that all shift work conforms with codes and regulations governing feeding, sanitation, safety, security, and the quarantining of animals.
9. Perform daily inspection of Animal Services facilities to ensure health and welfare of animals; authorize treatment of sick, injured and terminal animals.
10. Prepare and submit budget requests; insure operations are maintained within established budget by reviewing and approving requests for overtime, equipment replacement, supplies, building upgrades, and equipment repairs.
11. Interact with community rescue groups, City elected and appointed officials, and other governmental agencies, staff, and the general public.
12. Participate in a range of community education and outreach programs in order to provide assistance, as needed.

EMPLOYMENT STANDARDS

Education and/or Experience

Equivalent to graduation from high school plus two years of college level course work, certification and/or training in animal care, healthcare, social services, or a related field. Five or more years of work involving animal care, adoption, and field enforcement services, including office administration and supervisory experience.

Knowledge, Skills, and Abilities

Operational characteristics, services and activities of an Animal Services program including animal care and adoption, veterinary services, and field operations; principles of animal behavior and care and customer service; identification of a variety of breeds of dogs, cats, and other domestic animals; animal registration, licensing, adoption, and medical services; principles of budget preparation and control; principles of supervision, training, and performance evaluation; pertinent State and local laws, codes and regulations; occupational hazards and safety practices necessary in the area of animal services.

Operate modern office equipment including personal computer and applicable word processing, spreadsheet and specialized software programs; plan, coordinate, supervise, and evaluate the work of operations, technical and clerical personnel and volunteers; interpret, explain, and enforce policies, procedures and regulations; establish and maintain effective working relationships with those contacted in the course of work including management, staff, health care representatives, community groups, and the general public; and communicate clearly and concisely, both orally and in writing.

Licenses; Certificates; Special Requirements:

Possession of, or ability to obtain, a valid Class C or Class 3 California Driver's License and have a satisfactory driving record.

Special Requirements:

Work weekends, evenings, holidays, and special events, as needed.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees 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 class, the employee frequently stands and walks to access animal care areas and frequently sits to access and record information in computer databases. The position requires the ability to close vision, depth perception, and the ability to adjust focus. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. The employee may occasionally bend, stoop, kneel, and reach to access records, or push and pull drawers open and closed to retrieve and file information. The employee may occasionally lift and carry reports and records, typically weighing less than 10 pounds.

Mental Demands

While performing the duties of this class, the employee is regularly required to use oral and written communication skills; read and interpret complex data; thoroughly analyze and solve problems; exercise sound judgment in the absence of specific guidelines; use math and mathematical reasoning; establish priorities and work on multiple assignments and projects concurrently; meet intense and changing deadlines given continual interruptions; and interact appropriately with staff, management, City officials, Boards, Commissions, contractors, consultants, and others encountered in the course of work.

Working Conditions

The employee is frequently exposed to loud noise above 95 decibels, such as barking dogs or similar animal noises. The position is frequently exposed to outside variable weather conditions, and potentially infectious diseases or allergies.

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