



Animal Services Supervisor

Department: Public Safety

SUMMARY: Oversees the daily functions of the Animal Control division (Paws and Claws Care Center) and its staff and volunteers. Auxiliary functions also include creating and enforcing policies and procedures and managing animals and their environment.

ESSENTIAL FUNCTIONS: *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. Factors such as regular attendance at the job are not routinely listed in job descriptions, but are an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

Supervise incoming animals and adoptions; ensures the public receives accurate information and friendly service; manages tense situations with customers.

Manage workers to ensure all work is completed to standards, animals are cared for and the facility is kept sanitary; monitor safety compliance of all staff and volunteers; train staff on humane care according to American Veterinary Medical Association (AVMA) guidelines; identify unacceptable performance and or behavior and implement corrective action.

Monitor the general health of care center animals and ensure proper medical treatment is being provided; make final decisions regarding adoption; perform and make final decisions regarding euthanasia.

Maintain office files; oversee and may perform bookkeeping tasks for monies received; prepare and maintain a variety of reports and logs such as activity log, controlled and non-controlled substance log and supply inventory; order supplies.

Prepare work schedules, approve leave requests; manage automated timekeeping activities, review/approve time reporting for accuracy.

Manage the animal licensing program; issue licenses and kennel permits; administer vaccinations and assist/perform euthanasia; participate in department sponsored Rabies Clinics; order and maintain supply of animal vaccinations; comply with government regulations concerning control, use and inventory of vaccinations and all other controlled and non-controlled substances.

Assist with the preparation, forecast and tracking of unit budget.

May perform kennel maintenance, cleaning kennels and feeding impounded animals.

Support City policies, goals and objectives and work with management and other staff to ethically achieve such goals and objectives; ensure compliance with safety procedures.

KNOWLEDGE AND SKILLS:

Demonstrated Knowledge of:

City and Department procedures, policies and guidelines; City Code; National Animal Care and Control Association (NACA) procedures; American Veterinary Medical Association guidelines; basic animal care.

Theories, principles and practices of effective leadership, supervision and training

Techniques for effective conflict negotiation and diffusing tense situations.

Report preparation and record keeping; general accounting and bookkeeping.

Skill in:

Establishing and maintaining cooperative working relationships with coworkers and other individuals in contact during the course of work; communicating clearly and concisely; following instructions.

Assessing, prioritizing and completing multiple tasks and demands simultaneously; delegating tasks.

Creating and maintaining a safe work environment.

MINIMUM QUALIFICATIONS:

Must possess a high school diploma or GED, and two (2) years full time paid experience as an animal care attendant in an veterinary or animal shelter or closely related facility and one (1) year full time paid experience supervising paid staff.

LICENSE, CERTIFICATION AND/OR SPECIAL REQUIREMENTS:

Candidates who are selected for appointment may be fingerprinted, if 18 or older; successfully complete a background investigation, employment verification and may be subject to a drug/alcohol test, medical, polygraph and/or psychological evaluation. Candidates who are appointed will be required to possess a valid driver's license to operate a vehicle in Arizona, or meet the transportation needs of the position.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in both indoor and outdoor kennel area with some work in a standard office environment. May require frequent standing, walking, bending, stooping and some operation of a personal computer. May be required to perform a full range of motion with lifting and/or carrying items weighing up to 50 pounds. May be subject to animal bites and/or scratches and cleaning chemicals.

Adopted: May, 2009

Revised: Nov, 2014, September 2015