

JOB TITLE: Animal Services Superintendent

JOB NO: PM122222

JOB FAMILY: Professional

FLSA: Exempt

SAFETY SENSITIVE: No

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

GENERAL SUMMARY

To supervise, assign, review and participate in the work of staff responsible for providing animal control services within the Animal Services Division; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION

General supervision is provided by the Director of Community Services. Responsible for supervision of the Animal Control Officers, Animal Shelter Attendants and the Office Coordinator.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. All behaviors comply with the Code of Conduct & Rules of Behavior outlined in Chapter 8 of the General Government Policies and Procedures Manual.
2. Participate in the selection of Animal Services staff; provide or coordinate staff training; provide timely, accurate and thorough Performance Reviews for supervised employees; work with employees to correct deficiencies; implement discipline procedures; maintain personnel records as required.
3. Select, plan, prioritize, assign, supervise, review and participate in the work of staff responsible for providing humane animal control services within the Animal Services Division. Oversee and direct the humane care and control of animals including the impound, quarantine, euthanasia and disposal of animals.
4. Recommend and assist in the implementation of Animal Services Division goals and objectives; establish schedules and methods for providing all animal service programs; implement policies and procedures.
5. Promptly respond to and resolve resident complaints and inquiries.
6. Monitor the maintenance of records regarding Animal Services Division activities including, but not limited to, the number and type (code) of calls received, the number and type of animals picked up; and the preparation of statistical reports.
7. Monitor Animal Services Division compliance with laws, rules and regulations related to providing humane animal control services.
8. Prepare and/or ensure the preparation of various reports on operations and activities including injury reports, court reports and bite records.
9. Participate in the preparation and administration of the Animal Services budget; submit budget recommendations; monitor all expenditures.
10. Remain on call 24 hours a day, seven days a week (unless on approved leave); respond to emergencies; coordinate and assign work as necessary.

11. Coordinate the implementation of education programs including making presentations on public access television, visiting schools and advertising animal care programs in the newspaper.

OTHER DUTIES AND RESPONSIBILITIES

1. Participate in the care and humane treatment of all animals.
2. Testify in court as necessary.
3. Perform other duties as assigned.

MINIMUM JOB REQUIREMENTS

EDUCATION

Bachelor's degree in General Business Administration or other related field.

EXPERIENCE

Three years of increasingly responsible experience in the management or coordination of humane animal services or three years experience in managing municipal operations.

LICENSES AND CERTIFICATES

Possession of a valid Class C Texas driver's license.

COMPETENCIES

A supervisor's performance will be evaluated based on five employee competencies and five supervisor competencies.

The five employee competencies are...

- 1) Job knowledge; 2) Teamwork; 3) Customer Service; 4) Flexibility; 5) Work Ethic.

The five supervisor competencies are...

- 1) Leadership & Results Orientation; 2) Coaching, Mentoring and Developing Employees;
- 3) Communications and Maintaining an Open Mind; 4) Vision & Innovation; and 5) Empathy.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Animal behavior, basic animal anatomy and various breeds of dogs, cats and other domestic animals.

Animal traps, catch poles and chemical immobilization techniques.

Humane sedatives utilized on animals.

Proper cleaning and sanitizing methods and procedures.

Principles of supervision, training and performance evaluation.

Rabies control laws and regulations.

Pertinent federal, state and local laws, codes and regulations.

Recent developments, current literature and sources of information related to animal services administration.

Skilled in:

Applying independent judgment, personal discretion and resourcefulness in interpreting and applying guidelines.

Humanely caring for animals.

Assembling and preparing data for report presentations; preparing clear and concise reports.

Developing, evaluating, recommending, and implementing processes and procedures.

Managing change and sensitive topics.

Adapting to rapidly changing environments.

Recognizing problems, identifying alternative solutions and making appropriate recommendations.

Building consensus.

Gathering and analyzing basic information and making recommendations based on findings and in support of organizational goals.

Mediating conflict among team members and between team members and public.

Issuing citations and violations in accordance with applicable policies and procedures.

Identifying common animal diseases and animal breeds.

Administering sedatives to animals.

Cleaning and sanitizing animal care facilities.

Providing and teaching others to provide excellent customer service.

Handling difficult animals.

Reading, interpreting, applying, and explaining rules, regulations, policies, and procedures.

Operating modern office equipment, including a computer and related software.

Communicating clearly and concisely with a variety of individuals, both orally and in writing.

Delegating and prioritizing work.

Selecting, supervising, training, organizing and reviewing the work of Animal Services staff.

Interpreting and explaining the City of Mesquite and Animal Services policies and procedures.

Maintaining accurate records.

Ability to:

Work on-call, when needed.

Establish and maintain effective working relationships with those contacted in the course of work including City officials and the general public.

Pass a medical physical examination and drug test.

Meet the City's driving standards.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

Maintain effective audio-visual discrimination and perception needed for:

- *Making observations*
- *Reading and writing*
- *Operating assigned equipment*
- *Communicating with others.*

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *Exposure to confining work spaces, dirt, temperature extremes, noise, animals and toxic materials routinely encountered in animal control*
- *Sitting, standing, walking and running to perform animal control duties*
- *Bending, twisting, squatting, crouching, kneeling, balancing and reaching above the shoulder*
- *Lifting animals and other objects weighing over 100 lbs.*

Director of Human Resources

Date

Department Director

Date

DATE ISSUED: April 2010