



CITY OF POCA TELLO CLASSIFICATION SPECIFICATION

Animal Services Supervisor

Department: Animal Services

Reports to: Animal Services Director

Pay Grade: H09

Date Established: 3/2014

Date Revised: 7/2018

FLSA Status: Exempt

CLASSIFICATION SUMMARY

The Animal Services Supervisor manages the daily operations of the City Animal Services Shelter, including supervising employees and operations. This is a working supervisor position performing many of the same functions as the Animal Care Specialists as needed, with the additional responsibility to oversee daily operations, manage the animal licensing and permit program, monitor adoptions and compliance with policies and procedures.

The job requires knowledge of animal care, building maintenance, and customer service including in situations where persons may be upset or emotionally distraught. The job requires the ability to maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, other organizations, and the general public.

The work environment includes animal care and control and a building and grounds maintenance environment that includes the use of power equipment and outdoor weather conditions including extreme temperatures. The job is occasionally exposed to animals that may be injured or aggressive and includes the hazard of exposure to drugs used to euthanize animals and zoonotic diseases, including rabies. The noise level is generally moderate but can occasionally be high.

The job is an on-call position, requiring response to emergency situations and requires 30 minute response to the job site as necessary.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

Manages the employees and daily operations of the City Animal Services Shelter. Manages animal licensing and permit program, ensuring license and permit issuance and renewals. Processes cash payments for licensing, adoption, impound, and other fees, fines, and payments. Reconciles cash drawer at end of day and prepares bank deposit. Performs follow up work on animal adoptions, ensuring compliance with mandatory spay/neuter agreements.

Provides customer service to the public. Provides information, answers questions and inquiries in person and by telephone, shows animals available for placement, and performs placements. Directs and assists office staff in answering telephones, taking lost and found animal reports, and processing adoption paperwork. Directs and assists staff in the maintenance of the City Animal Control Shelter buildings and grounds including cleaning public areas, animal cages and holding areas, and animal evaluation and treatment areas.

Hires, directs training, evaluates, and disciplines employees. Directs volunteer, community service and work study student workers.

Oversees the cares of animals including, but not limited to, feeding, exercising, providing vaccinations and medical care, testing, and evaluating temperament. Authorizes euthanasia and euthanizes animals following Shelter policies and procedures. Operates incinerator as needed.

Transports animals to veterinarians and authorizes veterinary care, as needed.

Serves on Animal Shelter Advisory Board. Attends meetings, takes minutes, and distributes meeting reports.

Prepares record requests. Assists animal control officers, as needed.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

CLASSIFICATION REQUIREMENTS

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

Knowledge of:

- City ordinances related to animal control;
- The humane treatment and care of animals and of animal health;
- Employee hiring, training, and evaluation methods, techniques, and objectives;
- Cash handling methods and techniques;
- Inventory maintenance, including placing, receiving, and reconciling orders;
- City purchase card policies and procedures;
- Building and grounds maintenance skills, including but not limited to, janitorial and cleaning, mowing, weeding, and snow removal;
- Methods, techniques, and objectives of animal care and control, including injured and aggressive animals;
- Customer service methods, techniques, and objectives;
- Method and techniques of providing medical evaluation and basic treatment to animals including, but not limited to, shots and vaccinations, wound treatment, and general health evaluations;
- Methods and techniques of humanely euthanizing animals;
- Federal regulations and City policies regarding safe work practices relating to use of janitorial equipment, power tools, and grounds keeping equipment;
- Federal, state, City, and other applicable rules and regulations regarding proper use, inventory, and disposal of drugs used in the treatment and/or euthanasia of animals;
- Operation of basic office equipment;
- Operation of a personal computer and job-related software applications.

Skill and Ability to:

- Manage the employees and daily operations of the City Animal Control Shelter;
- Provide customer service to the public. Provide information, answer questions and inquiries in person and by telephone, show animals available for placement, and perform placements;
- Humanely care for animals and handle animals that may be hurt or aggressive;
- Direct and assist office staff in answering telephones, taking lost and found animal reports, and processing adoption paperwork;
- Direct and assist staff in the maintenance of the City Animal Control Shelter buildings and grounds including cleaning public areas, animal cages and holding areas, and animal evaluation and treatment areas;
- Process cash payments for licensing, adoption, impound, and other fees, fines, and payments. Reconcile cash drawer at end of day and prepare bank deposit;
- Manage the City animal licensing and permit program, ensuring license and permit issuance and renewals;
- Perform follow up work on animal adoptions, ensuring compliance with mandatory spay/neuter agreements;
- Hire, direct training, evaluate, and discipline employees;
- Direct volunteer workers;
- Maintain inventory of supplies including ordering supplies using City purchase card;

- Care for animals including, but not limited to, feeding, exercising, providing vaccinations and medical care, testing, and evaluating temperament;
- Euthanize animals following Shelter policies and procedures;
- Assist animal control officers, as needed;
- Operate and maintain power equipment, including but not limited to, grounds keeping, janitorial, and snow removal equipment;
- Operate specialized animal control and restraint equipment;
- Operate a motor vehicle and hand tools;
- Maintain a professional demeanor at all times;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments in a timely fashion; understand and comply with all rules, policies and regulations;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS

- High school diploma or GED; and
- Idaho driver's license required;
- Ability to obtain Euthanasia Technician certification required*;
- National Animal Control Association (NACA) I and II Certifications preferred;
- Two (2) to three (3) years animal shelter experience, including management and computer experience, is preferred.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

PHYSICAL REQUIREMENTS

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, and bend. The job requires hand/finger dexterity to handle animals, manipulate tools, operate janitorial and grounds keeping equipment, and reach with hands and arms. The job requires operation of job-related equipment and driving a vehicle. The employee must occasionally lift and/or move up to 50 or more pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

***Hiring Note:** This position requires a Euthanasia Technician certification within six (6) months of hire. Failure to acquire this certification by the established date will violate the terms of the position and will result in layoff from the position.