



# CITY OF POCA TELLO

## CLASSIFICATION SPECIFICATION

### ***Animal Services Director***

Department: Animal Services

Reports to: Police Captain

Pay Grade: H15

Date Established: 3/2014

Date Revised: 6/2019

FLSA Status: Exempt

### **CLASSIFICATION SUMMARY**

The Animal Services Director manages the operations and employees of the City Animal Services Department to ensure the safe care and control of domestic and wild animals and public safety.

This is a management position responsible for planning, directing, monitoring and supervising the staff and operations of the Animal Services Department. As an Appointed Officer under general direction from the Mayor and City Council, work is performed within policies and administrative regulations with wide latitude for exercise of independent judgment. The job directly supervises the Animal Services Supervisor, Animal Services Officer and Volunteer Coordinator positions and indirectly supervises other staff.

The job requires knowledge of animal care, building maintenance, and customer service including 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.

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

Directs the operations and employees of the City Animal Services Department to ensure the safe care and control of domestic and wild animals and public safety. Hires, trains, supervises, schedules, evaluates, and disciplines employees, including terminations. Maintains operational and employee records, documents, statistics, and logs. Responds to public record requests. Prepares and presents periodic reports, as requested.

Manages the Department's budget including creating, revising, and implementing an annual budget. Monitors spending for budget compliance. Creates, updates, and implements Department policies, procedures, and protocols.

Provides customer service to the public. Provides information, answers inquiries and responds to and resolves complaints in person and by telephone. Monitors progress of ongoing investigations by Animal Control Officers. Assists Officers in preparing court cases and testimony, as needed.

Maintains records and documents and prepares reports to maintain Departments federal and other required drug licensing.

Presents community education and information programs on the Department's services and operations. Represents the Department to the news media. Serves as liaison to Animal Shelter Advisory Board and serves as an active Board member on the shelter non-profit fund-raising organization.

Performs the duties of Animal Control Officer and Animal Care Specialist, as needed. Dispatches Animal Control Officers, as needed. Responds to emergency and/or rescue situations, 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:**

- Methods, techniques, and objectives of animal care and control, including injured and aggressive animals;
- 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;
- Basic domestic and wild animal behavior traits and patterns;
- Customer service methods, techniques, and objectives;
- Employee hiring, supervision, training, evaluation, disciplinary, and termination methods, techniques, and objectives;
- Municipal budgeting methods, techniques, and objectives;
- Preparation and maintenance of documents, records, statistics, logs, and reports;
- Cash handling methods and techniques;
- Inventory maintenance, including placing, receiving, and reconciling orders;
- City purchase card policies and procedures;
- Building and grounds maintenance, including but not limited to, janitorial and cleaning, mowing, weeding, and snow removal;
- 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;
- Methods, techniques, and objectives of long- and short-term planning and implementation;
- Operation of specialized animal control and capture equipment;
- Operation of two-radio equipment;
- Operation of basic office equipment;
- Operation of a personal computer and job-related software applications.

#### **Skill and Ability to:**

- Direct the operations and employees of the City Animal Services Department to ensure the safe care and control of domestic and wild animals and public safety and maintain required Animal Control licenses for the department;
- Hire, train, supervise, schedule, evaluate, and discipline employees, including terminations;
- Create and manage the Department's budget including revising and implementing an annual budget. Monitor spending for budget compliance;
- Create, update, and implement Department policies, procedures, and protocols;
- Monitor progress of ongoing investigations by Animal Control Officers. Assist Officers in preparing court cases and testimony, as needed;
- Provide customer service to the public. Provide information, answer inquiries and respond to and resolve complaints in person and by telephone;
- Maintain operational and employee records, documents, statistics, and logs. Respond to public record requests. Prepare and present periodic reports, as required;

- Maintain records and documents and prepare reports to maintain Department's federal and other required drug licensing;
- Present community education and information programs on the Department's services and operations. Represent the Department to the news media;
- Order and maintain inventory of scheduled drugs;
- Serve as liaison to Animal Shelter Advisory Board;
- Dispatch Animal Control Officers, as needed. Respond to emergency and/or rescue situations, as needed;
- Perform the duties of Animal Control Officer and Animal Care Specialist, as needed;
- Euthanize animals following Shelter policies and procedures;
- Operate basic office equipment and animal handling equipment;
- Operate a personal computer including job-related software applications;
- Operate specialized animal control and restraint equipment;
- Operate a motor vehicle;
- 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 required;
- Bachelor's Degree in a related field is required;
- Veterinary Technician training preferred;
- Idaho driver's license required;
- Ability to obtain a Euthanasia Technician certification required;
- Ability to Maintain the Agency's DEA and State drug licenses required;
- National Animal Control Association (NACA) I and II Certifications preferred;
- Four (4) to six (6) years' animal shelter experience, including management 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 specialized animal control 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 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.