ASHEVILLE, NORTH CAROLINA

Classification Specification

Supervisor, Animal Services
Job Code: 6030
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to supervise day-to-day operations and staff involved in responding to animal services requests and enforcing animal control codes and ordinances.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; develops and oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and provide technical expertise; provides progress and activity reports to management; and updates and maintains

department standard operating procedure manuals.

Supervises the response to, and investigation of, and responds to and investigates, reports of stray, nuisance, injured, sick, or dangerous domestic animals or wildlife, animal bites, potential animal cruelty and abuse, animals in distress, etc.: enforces animal related laws and ordinances; captures domestic, wild, dangerous, or aggressive animals; sets animal traps; loads animals into cages; transports animals to animal shelter, veterinarian offices, or other locations; relocates displaced wildlife; removes dead animals from roadways; assists law enforcement by removing animals from accident or crime scenes; inspects premises where animals are housed and evaluates living conditions; conducts interviews of bite victims, animal owners, and witnesses; and determines vaccination status of animals.

Interprets and enforces ordinances, rules, regulations, standards, policies, and procedures related to animal control: ensures adherence to established safety procedures; monitors work environment and use of safety equipment to ensure safety of employees, other individuals, and animals; initiates any actions necessary to correct deviations or violations; issues warnings, citations, Orders of Preventive Measures and authorizes Dangerous Dog Classifications and Orders of Seizure, etc. to violators of animal control ordinances; and contacts law enforcement to request arrests.

Supervising the processing of and processes captured animals and animals removed from homes or dangerous situations: traps, catches, and impounds stray or nuisance animals; handles, lifts, and carries animals, restraining as appropriate; handles frightened, fractious, and injured animals; checks animals for signs of rabies, disease, or other illnesses; quarantines animals as necessary; assigns and transports animals to shelter; and prepares and maintains all related documentation.

Participates in court activities: prepares, maintains, and submits case files, including photographs, veterinary reports, animal behavior reports, interview notes, and other documentation and evidence; coordinates with detectives and District Attorney's Office regarding case status and trial preparation; and testifies in court proceedings.

Provides training and education to other City staff, community and neighborhood groups, the public, media, and others: participates in animal service projects and efforts: attends local and regional meetings and partnerships to collaborate on issues such as animal hoarding and managing feral cat populations; prepares and presents information regarding animal control laws and ordinances, animal services and resources, and other unit issues provides information and answers questions; investigates complaints against subordinates; and receives and resolves escalated and complex customer service issues.

Performs other duties in support of department operations: serves on on-call rotation; provides technical assistance to staff regarding large, complex, and difficult field investigations, such as those involving animal cruelty, serious animal bites, or vicious dog cases, and in the preparation of related documentation; conducts complex investigations, which may involve contact with partner agencies; and participates in related boards and commissions.

Operates and maintains various equipment and tools to complete work activities, such as a City vehicle, digital camera, catch poles, animal traps, snake tongs and bucket, collapsible baton, cages, carriers, stretcher, bat container, muzzles, microchip reader, and infrared temperature reader.

Maintains current, comprehensive knowledge and awareness of applicable laws, regulations, principles, and practices relating to animal control; maintains an awareness of new trends and advances in the profession; and attends workshops, in-service training sessions, and meetings as needed.

Communicates with City administrators and elected officials, supervisor, subordinates, other City employees, the media, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, animal permits, vehicle maintenance reports, field reports, warrants and charges, animal bite evaluations and reports, dangerous animal evaluations and reports, cruelty evaluations and reports, noise board appeals, Orders of Preventative Measures, citations, demographic reports, investigative and case files and documentation, performance evaluations, wildlife permit report, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Bachelor's Degree in Animal Science, Public Safety, or a related field required; supplemented by three years of experience in animal control; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools and/or materials requiring complex and/or rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving broader aspects of organizational programs and operations, moderately unstable situations, or the direction, control and planning of an entire program or set of programs.

ADA Compliance:

Physical Ability: Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, heights, confined spaces, animal/wildlife attacks, animal/human bites, disease, or rude/irate customers.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.