



Animal Services Manager

Summary

Manage the maintenance and operation of the City's Animal Services, including, routine and emergency field patrol services, shelter operations, medical, health care, euthanasia services, volunteer services, administrative and support services, and assure that established basic care standards are met for all animals.

Class Characteristics

General direction is provided by the City Manger; responsibilities include the direct and indirect supervision of lower level professional, technical, and clerical personnel.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Duties:

Plan and direct the activities of the Animal Services program, evaluate the result achieved.

Responsible for the development of programs enhancing animal services; promote educational materials and programs for responsible pet ownership.

Appear in court to present evidence in cases pertaining to violations of standards and laws; formulate division policy, and direct its execution.

Direct and supervise field and animal shelter programs and enforcement actions; Participate in the selection, promotion and discipline of programs; explain and interpret new legislation, ordinances, and policies.

Analyze and evaluate the overall animal regulation program, including the City animal shelter operation; ensure cleanliness and maintenance of facility; provide a sanitary and safe environment for animals.

Initiate program changes as necessary; prepare special administrative reports; prepare and justify the Animal Services budget to the department director; monitors division expenditures in order to stay within budget authorization; authorize the purchase of equipment and materials.

Coordinate a public education program with the Education/Volunteer Coordinator.

Direct and incorporate policies and procedures developed by the Animal Services Advisory Committee for the City of Petaluma into overall operations. Coordinate and publicize Petaluma Animal Services special events.

Develop and maintain relationships with City staff, outside agencies and the public, including the organization and direction of volunteer work programs. Respond to citizen complaints and inquiries from the public.

Attend meetings, including City Council, various Boards and Commissions, and neighborhood meetings. Advise the Animal Services Advisory Committee on policies and procedures.

Perform related duties as assigned.

Skills/Abilities:

Read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.

Plan, organize and supervise an Animal Services program for the enforcement of all state, county, and City laws pertaining to animal and rabies control and the licensing of animals, kennels, pet shops, and an animal shelter.

Exercise sound judgment and initiative, and demonstrate sensitivity to concerns of pet owners, special interest groups, and the general public.

Respond to common inquiries or complaints from citizens, regulatory agencies, or members of the public.

Effectively present information to top management, public groups, and/or City Council.

Conduct a variety of promotional and public relations activities including speaking to public groups, to the news media, advocacy groups, and in court.

Provide administrative supervision to several field offices.

Maintain records and prepare reports and informational materials.

Communicate effectively both verbally and in writing.

Establish and maintain effective relationships with those contacted in the course of the work.

Physical Demands and Work Environment:

Position requires extended periods of sitting, standing, walking, reaching, twisting, and turning, kneeling, bending, squatting, and stooping in the performance of daily activities. This position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data, using a computer keyboard. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Hearing is required when providing phone and counter service. The incumbent is frequently around animals that are agitated or injured and may attempt to bite or scratch.

Qualifications

Knowledge of:

State and City laws, regulations, codes and ordinances pertaining to animal and rabies control, and the licensing of animals, kennels and pet shops and running of a City animal shelter.

Operation and functions of an Animal Services program, including laws, work procedures, and techniques needed to apprehend and control animals, including techniques for euthanasia of animals.

Considerable knowledge of principles and practices of management, personnel, and fiscal administration.

Physical and behavioral characteristics of common domestic animals and livestock, including symptoms on animal abuse and diseases.

Education and Experience

Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way of gaining such knowledge and abilities would be:

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Education:

Equivalent to graduation from high school plus (60) college units in Community Services, Business/Management, or related field. A Bachelor's degree is highly desirable.

Experience:

Three years of experience in Animal Services supervision and/or management.

Demonstrated experience in fundraising and/or public relations, volunteer development and/or veterinary technology is desirable.

Certifications/Licenses:

Must possess a valid California class C driver's license.

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