

MAJOR FUNCTION

This is specialized administrative and supervisory work assisting with the management and operation of the Animal Services Division. Work involves, but is not limited to, planning, organizing, coordinating and supervising staff, operations and activities for assigned units, such as animal care & control humane education, media communication, administration and building maintenance. Work is performed independently under the general direction of the Animal Services Manager. Performance is evaluated based on oral and written reports and observation of results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Supervises, plans, assigns, schedules and directs the activities and employees of assigned units of the Animal Services Division, such as animal care, animal control, administration and building maintenance. Interacts with other governmental agencies such as the police department, sheriff's department, health department, veterinarians, and city and state attorney offices to provide public safety and resolve issues related to animals. Insures coordination, review, and resolution of citizens' complaints or concerns related to animal welfare and facility issues. Advises manager of problems and resolutions to problems in a timely fashion. Refers cases to mediation as appropriate, and maintains logs and resolution of cases referred. Develops and maintains relationships with City staff, outside agencies and the public, including the organization and direction of community service programs. Reviews, develops, recommends, implements, and evaluates new programs, projects, processes, procedures, and concepts designed to improve center and field operations in line with desired goals. Insures training, professional development, instruction and scheduling of staff for compliance with center operations policies and procedures, the City of Tallahassee, state laws, local ordinances and Florida Administrative Code mandates. Assists the Animal Services Manager with Advisory Board support and the Animal Shelter Foundation. Assists with the development of programs, materials and public relations activities to enhance Animal Services; promotes educational materials and programs for responsible pet ownership and animal advocacy. Prepares and delivers presentations before news media, social media, community groups and civic organizations. Oversees all administrative functions of the facility, to include: verifying opening/closing reports, cash receipts, deposits, preparation of special administrative reports, preparation and justification of the Animal Services Center budget to the department director, monitoring division expenditures to stay within budget authorization and authorizes the purchase of equipment and materials. Maintains records, scanning of documents and assures that proper Public Record protocols are followed. Conducts performance evaluations and directly oversees the Animal Control Division as well as the Foster and Volunteer Programs. Ensures that all state and federal permitting and regulations as it pertains to the shelter's function, equipment and employee are being adhered to. Recommends the hiring, transfer, promotion, grievance resolution and discharge of staff. Acts in the absence of the Animal Services Manager. Performs related work as required.

Other Important Duties

Performs special assignments and research projects. Insures scheduling of necessary training for subordinates for mandated certification courses in animal control and animal care. Schedules, monitors and recommends staff for debriefings regarding traumatic events including animal cases and euthanasia of animals. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Thorough knowledge of general administration practices and management techniques. General knowledge of the City of Tallahassee animal control ordinances and other applicable laws. Knowledge of pertinent rules and regulations governing an animal center operation. Knowledge of

accepted modern concepts of humane treatment and pet responsibility, in addition to animal control techniques. Knowledge of modern supervisory techniques. Ability to supervise and direct the work of first and second line employees performing daily administrative and operational functions of animal sheltering and care. Ability to prepare reports and compile statistical data. Ability to communicate effectively, clearly and concisely, orally and in writing. Ability to establish and maintain effective working relationships as necessitated by assignments. Ability to resolve problems and make decisions. Ability to present technical information to lay groups and the general public. Ability to interpret and enforce the local animal control ordinances and explain regulations to the public with tact, courtesy, firmness and impartiality. Skill in the use of computers, databases, email and basic computer programs as necessary for successful job performance. Familiarity with all aspects of social media and advanced communications as needed for a forward moving organization that is dependent on public relations.

Minimum Training and Experience

Possession of a bachelor's degree in the animal sciences, public or business administration, communications, education, criminal justice, social science or a related field, and three years of professional or technical experience in the care, control or treatment of animals, law enforcement, code enforcement, public and media relations, volunteer management, facilities management, or public education and safety; or an equivalent combination of training and experience. Two years of the required experience must have been in a supervisory capacity.

Necessary Special Requirement

Must possess a valid Class E State driver's license at the time of appointment.
Euthanasia certification required within 1 year of employment.

NOTE: Preference may be given to applicants with animal care and control experience.

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