



## City of Irving Job Description

### Animal Services Manager

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<b>FLSA Status:</b>	EXEMPT	<b>Job Department:</b>	Animal Services (Division)
<b>Job Code:</b>	A011	<b>Reports To (Job Title):</b>	Assistant Police Chief

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#### **PURPOSE**

To direct, manage, coordinate, participate and supervise activities and operations of the Animal Services Division. To oversee the daily operation of the Irving Animal Care Campus, Veterinarian Clinic, and Animal Services Code Enforcement Division by enforcing animal control ordinance and applying humane animal welfare standards and practices.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Develop, plan and implement programs and procedures for animal services code enforcement field operations, shelter operations, office activities, volunteer programs & veterinary/medical programs.
- Assure that assigned areas of responsibility are performed within budget. Perform cost control activities, monitors revenues and expenditures to assure sound fiscal control; Prepare annual budget requests; assure effective & efficient use of budgeted funds, personnel, materials, facilities & time.
- Provide leadership and direction in the development of short and long range plans; gather, interpret and prepare data for studies, reports and recommendations; and, coordinate the division's activities with other departments and agencies as needed.
- Review and interpret ordinances, resolutions, operating rules and procedures and make changes as necessary to improve operational efficiency and division operations.
- Coordinate a public relations program in order to foster public awareness of ordinances regarding animal services and humane treatment of animals. Work closely with media, public interest groups and businesses to promote animal welfare issues and public health.
- Assist in the development of abatement procedures, enforcement policies and new or revised ordinances regarding a wide variety of animal services and animal welfare issues.
- Determine work procedures, prepare work schedules, and expedite workflow; study and standardize procedures to improve efficiency and effectiveness of animal services operations.
- Represent the division at City Council meetings, other boards and commission functions as well as other professional organizations and public meetings as required.
- Provide guidance and direction to citizens in complying with animal control regulations and procedures.
- Conduct public appearances by coordinating activities and special events with animal organizations, represents the city at local neighborhood associations, promotes public education regarding animal care/adoption and communicating with news media.

## **OTHER DUTIES AND RESPONSIBILITIES**

- Coordinate maintenance of Animal Services fleet and equipment.
- Local Rabies Control Authority for the City of Irving.
- Ensure requests for service by citizens, visitors, and businesses are resolved in a professional manner.

## **SUPERVISORY RESPONSIBILITIES**

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 14 employees.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

Develop and Administer a division budget of \$1.4 million annually.

## **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

### **EDUCATION**

- Equivalent to a Bachelor's degree in a related field.

### **EXPERIENCE**

- Minimum of five (5) years of related experience in the animal welfare and code enforcement, including one year of supervisory experience.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Appropriate valid Texas driver's license
- Completion of TDSH Animal Control Basic
- Completion of TDSH Local Rabies Control Authority Training
- Completion of DSHS approved Euthanasia Training

### **KNOWLEDGE OF**

- Operational characteristics, services and activities of an animal control program.
- Drug classifications, rules and regulations of the Drug Enforcement Administration (DEA).
- Government policies, operations, processes, procedures, and limitations at local, state, and national levels.

## **SKILLS AND ABILITIES IN**

- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Management of Personnel Resources: Motivating, developing and directing people as they work, and identifying the best people for the job.
- Mechanical/Technical: Safely operating a diversity of equipment, including trucks, commercial laundry and dishwashing equipment, euthanasia equipment, and incinerator.
- Reading comprehension: Reading and interpreting documents.
- Public Speaking: Effective oral communication with an audience.

## **GUIDANCE RECEIVED**

### **Departmental Goals and Priorities**

Makes decisions that are guided by overall Departmental goals, priorities and policies. Job requires interpreting goals and priorities into action steps and delegating responsibility for completion; applies broad latitude in regard to methods and approaches but must obtain approval for actions that have policy, service or cost implications.

## **CONTACTS**

Frequent contact with public or other organizations; interactions may require obtaining cooperation of people; courtesy and tact are required when dealing with difficult or sensitive issues.

## **EQUIPMENT AND PROPERTY**

Vehicles, incinerator, chemical immobilization equipment, animal capture equipment, hand held radios, mobile data terminals, personal computers, cameras, (PPE) Personal Protective Equipment , and cell phones.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.\*

The employee constantly is required to drive a vehicle, listen, see, talk, and/or walk. The employee frequently is required to grasp, handle, feel, kneel, lift up to 10 pounds, sit, smell, stand, and/or stoop. S/he occasionally is required to balance, carry, climb, crawl, lift up to 50 pounds, pull, push, reach, and/or run. Rarely, the employee is required to lift over 100 pounds.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

The employee frequently is exposed to blood-borne pathogens, dirty environment, air contamination, and/or toxic or caustic materials. This job requires the employee to make decisions directly affecting the safety of others. The noise level in the work environment usually is loud.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.