



City of Irving Job Description

Animal Shelter Supervisor

FLSA Status:	EXEMPT	Job Department:	Animal Services
Job Code:	A051	Reports To (Job Title):	Animal Services Manager

PURPOSE

Under the direction of the Animal Services Manager, this position oversees the daily operations of the animal shelter program, ensuring the humane and proper care of the animals it housed at the Animal Shelter. Additionally, the position assures that the shelter program provides exceptional customer service to general public that has interaction with the Irving Animal Care Campus.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Oversee daily operations of the animal shelter, ensuring the humane & proper care of its housed animals.
- Supervise shelter staff, volunteers & community service worker by observing and monitoring work tasks.
- Ensure facility is cleaned, sanitized and that repairs to buildings and equipment are maintained.
- Issue citations for code violations, failure to quarantine, and rabies vaccination; also, sterilize animals adopted, transferred or reclaimed.
- Complete administrative duties by answering calls; provide information to public and other departments as requested.
- Compile various reports, complete documents and forms, and maintain records, including accurate animal inventory, in specialized software.
- Perform and direct division-specific functions by providing adoption, reclamations and owner release services.
- Coordinate transfer of animals to placement partners.
- Demonstrate and maintain an understanding of animal welfare philosophies, including those involved with animal care, rescue, adoptions, trap neuter and return, and euthanasia
- Provide customer service to the public by developing and implementing community and school education programs.
- Assist other departments with community functions and participate in neighborhood programs.

OTHER DUTIES AND RESPONSIBILITIES

- Monitor and ensure that staff are provided necessary supplies and chemicals to perform essential duties.
- Responsible for tracking personal purchasing card transactions and turning all receipts in on time.
- Serve as acting Animal Services Manager in his/her absence as needed.
- Interact with social media, representing the shelter and answering inquiries concerning animals at the shelter; respond to similar questions via e-mail and telephone.

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 4 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Collect shelter fees; prepare cash deposits, order supplies, credit card up to \$3,000 daily must follow purchasing guidelines and administer budget.

QUALIFICATIONS:

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

EDUCATION

- Equivalent to an Associate's degree in a related field

EXPERIENCE

- Minimum of at least three (3) years of experience in customer service *as well as* animal welfare at a municipal or private shelter, including one (1) year of supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate valid Texas driver's license
- Basic Animal Control Officer Certification
- Euthanasia Certification

KNOWLEDGE OF

- Principles and processes involved in planning, coordinating, and operating a municipal animal shelter to DSHS regulations.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City. This includes proficiency in computer programs including but not limited to specialized animal welfare software, Microsoft Word, Excel and PowerPoint.
- Policies, operations, processes, procedures, and limitations at the local, state, and national levels.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- Supervision: Methods of Interviewing, hiring, oversight, evaluation, and discipline.
- Functional Supervision: Motivating, developing, and directing people as they work.

SKILLS AND ABILITIES IN

- Active Listening: Listening to what others are saying and asking appropriate questions.
- Complex Problem-Solving: 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. This includes maintaining and monitoring kennel supplies and equipment.
- Mechanical/Technical: Safely operating diverse equipment, including trucks, walk-in freezer; commercial laundry & dishwashing equipment; euthanasia equipment, and incinerator.
- Written and Oral Expression: Effectively communicating information and ideas in writing, as well as through speech, so others will understand, taking the audience into account.
- Reporting / Recordkeeping: Compiling various reports, completing documents and forms, and maintaining records and accurate animal inventory.
- Effective Supervision: Producing decided, decisive, and/or desired effect in the actions of those under one's direction.
- Service Orientation: Actively looking for ways to help the public and other departments.
- Community Outreach: Develop and implement community and school education programs.
- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Inductive Reasoning: Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Public Speaking: Effectively communicating orally with an audience.
- Prioritization: Selecting, from multiple options, activities to achieve a goal.
- Judgment & Decision-Making: Weighing the relative costs / benefits of a potential action.

GUIDANCE RECEIVED

Priorities and Policies

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

CONTACTS

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

EQUIPMENT AND PROPERTY

Vehicles, personal computers, crematory, personal protective equipment, animal capture and restraint equipment, camera, audio video equipment, euthanasia equipment.

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 listen, see, talk, and/or walk. Frequently, s/he 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, s/he is required to lift over 100 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception.

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.