



City of Irving Job Description

Animal Services Field Supervisor

FLSA Status:	Non-Exempt	Job Department:	Animal Services (Division)
Job Code:	02062	Reports To (Job Title):	Animal Services Manager

PURPOSE

To provide leadership, supervision, planning, and execution of duties within the Field Section of the Animal Services Division, which includes enforcing City ordinances, State laws, and regulations pertaining to animals. This position performs complex and various responsive duties as assigned, which includes addressing animal services complaints, administering warrants, exercising lead responsibilities and training animal services staff.

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 Field Section of the Animal Services Division and maintain staff work assignments, including after-hours, on-call assignments.
- Provide information and assistance to the public and respond to customer requests for service in the field, treating every customer with importance and delivering prompt and accurate service.
- Conduct investigations involving dangerous animals, cruelty, neglect, rabies, bites and other complaints; Record the data in specialized software; Notify owners of violations and issue citations; if necessary, research to locate and identify owners.
- Prepare cases for administrative proceedings and civil and criminal proceedings in municipal court and district court; Execute warrants and testifies in both civil and criminal proceedings.
- Inspect and oversee the division's fleet, MDT's, radios and other equipment, and keep equipment in operational compliance with fleet and division requirements. Maintain inventory and order necessary supplies to perform essential duties.
- Complete administrative duties by answering phone calls and emails, maintaining records and compiling various reports; perform department-specific functions such as addressing complaints, responding to requests for service, and dispatching calls.
- Develop, recommend, and review departmental workflows and processes.
- Supervise personnel by observing and monitoring work assignments and schedules; Provide guidance, instruction and feedback to animal services staff, volunteers and community service workers on work performance; Complete performance reviews and sets goals and objectives for staff.
- Provide and coordinate required training and opportunities to obtain continuing education hours for Animal Services Officers; for example, Animal Control Officer Basic training, euthanasia training, bite stick training, and cruelty investigator training; coordinate city-mandated training attendance.

OTHER DUTIES AND RESPONSIBILITIES

- Provide a high level of customer service and address escalated situations
- Develop and implement community education programs.
- Monitor and track personal purchasing card transactions and turn all receipts in on time.
- Serve as acting Animal Services Manager in his/her absence, *as needed*.
- Respond to after-hours calls *as needed*.
- Perform related duties as assigned.

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 6 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Under the direction of the Animal Services Manager to monitor and stay within budget, orders supplies and equipment needed to accomplish animal control mission. This position carries a purchasing card and is responsible for tracking and reporting transactions.

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

- At least three (3) years of related experience, with one (1) year of supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid, state-issued driver's license, or ability to obtain upon hire, is required.
- Basic Animal Control Officer Certification
- Euthanasia Certification

KNOWLEDGE OF

- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Animal Shelter Management: Principles and processes involved in planning, coordinating and execution of public health and animal laws and ordinances.
- Budget Management: Developing plans and budgets; comparing them against actual activity.

- Supervision: Personnel motivation, interviewing, hiring, oversight, evaluation, and discipline.
- Animals and Breed Characteristics: Distinguishing traits, qualities, or properties that distinguish or identify the animal as a specific breed and/or class.
- Law and Government: Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- Maintenance Principles: Processes involved in upkeep of property and equipment to the optimum state of cleanliness, repair, and efficiency.
- First Aid: Principles, processes, and techniques of diagnosing and rendering aid.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.

SKILLS AND ABILITIES IN

- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Goal-oriented Crisis Communication: Effectively structuring questioning, answering, and listening interactions with clients to determine their needs in urgent situations.
- Mechanical/Technical: Safely operating diverse equipment, including computers, weapons, and radios.
- 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.
- Public Speaking: Effectively communicating verbally with an audience.
- 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.
- Reading Comprehension: Reading and interpreting documents.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Oral Comprehension *under Duress*: Listening to and understanding information and ideas presented through spoken words and sentences in stressful situations.
- Problem Sensitivity: Telling when something is wrong or is likely to go wrong.
- Prioritization: Selecting, from multiple options, activities to achieve a goal.
- Negotiation: Bringing others together to reconcile differences.
- Persuasion: Convincing others to approach things differently.
- Composure *under Duress*: Remaining composed and making sound decisions during stressful or sensitive circumstances.
- Judgment and Decision Making: Weighing the relative costs / benefits of potential action.

GUIDANCE RECEIVED

Direction and Varied Methods

Typically receives general direction about assignments and work results to be attained. Requires judgment to determine which methods apply and what data/information should be considered. Position must think through how issues can be addressed within existing policies and procedures and may assist others with more complex work methods and problems.

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

This position utilizes an Animal Transport Truck, Mobile Data Terminal and Printer, Handheld Radio, Tranquilizer Rifle, Drug Lock Box, Syringe Pole, Leashes, Catch Pole, Camera, Audio Recorder, Gloves, Shovel, Incinerator, Freezer, PPE, and animal capture 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. Occasionally, s/he 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 outside weather conditions, blood-borne pathogens, dirty environment, air contamination, toxic or caustic materials, and/or violence. 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.