City of Chattanooga, TN

Personnel Class Specification

CLASS CODE 0923

FLSA: Exempt

CLASSIFICATION TITLE: ANIMAL SERVICES ADMINISTRATIVE SUPERVISOR

PURPOSE OF CLASSIFICATION

The purpose of this classification is to supervise and coordinate the functions and operations of the Animal Services Department in protecting animals, protecting the public from animals, responding to the needs of the general public, deterring nuisance/illegal animal activity, enforcing applicable laws/ordinances, investigating animal bites or vicious animal complaints, performing special details/assignments, and providing educational and safety programs.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining and completing employee performance appraisals; schedules/conducts staff meetings; assists in planning and coordinating staff training activities.

Coordinates daily work activities; organizes and prioritizes workload; develops work schedules to ensure adequate coverage; assigns work activities, investigations, special assignments; monitors status of work in progress and inspects completed work; reviews cases and special assignments with officers; consults with assigned staff and assists with complex/problem situations; provides technical expertise and support as needed.

Oversees and evaluates department services; determines proficiency levels; identifies areas for improvement; formulates and executes action plans to correct deficiencies and ensure officer safety.

Develops and implements work methods, practices, policies, and standard operating procedures to ensure achievement of department mission and compliance with all applicable laws, rules and/or regulations.

Assists with development and implementation of long range plans, goals, and objectives; establishes goals for employees.

Assists with budget development and implementation; assists in determining fiscal spending requirements and in monitoring expenditures; evaluates equipment needs for department based on statistical data; reviews/approves requests for equipment based on budget allocations and guidelines; assists with grant applications.

Performs various administrative functions associated with department operations; plans, reviews, and coordinates special programs and project development; ensures effective flow of communications with supervisors, co-workers, subordinates, and the public; reviews documentation prepared/processed by officers to ensure completeness and accuracy of information; discusses status of major cases/incidents with supervisor; provides information to media as directed; coordinates and/or participates in development of regular departmental newsletter.

Responds to public complaints involving department personnel; conducts internal investigations; implements disciplinary action as appropriate.

Ensures departmental compliance with all applicable codes, laws, rules, regulations, standards, policies and procedures; ensures adherence to established safety procedures; monitors work environment and use of safety equipment to ensure safety of employees and other individuals; initiates any actions necessary to correct deviations or violations.

Enforces the provisions of all applicable codes, ordinances, laws, and regulation pertaining to animal licensing, animal cruelty, animals at large, animal impoundment, emergency response, animal rescues, and other animal services issues; issues warnings and/or citations; initiates any actions necessary to correct deviations or violations.

Monitors radio calls to ensure proper/timely response; responds to calls of a serious nature and to officer calls for assistance in answering questions, taking control, or authorizing action; provides backup coverage in responding to incoming calls concerning various animal issues, such as animal bites, potential animal abuse, animals in distress, stray/nuisance animals, wild/dangerous animals, injured animals, loose livestock, animal behavior problems, or animal control laws.

Supervises and/or provides assistance with investigations into complaints of animal cruelty; interviews and obtains statements from witnesses, suspects and confidential informants; processes crime scenes; identifies, documents, and processes various components of crime scenes; gathers, prepares, and submits evidence to crime laboratory; makes photographs, videotapes, and maps of crime scenes; determines probable cause to search areas to prevent or resolve complaints.

Documents, prepares, and reviews investigative case information in preparation for court/legal action; assists with prosecution of offenders; appears in court to present evidence and testimony.

Handles animals, restraining as appropriate; captures domestic animals, vicious animals, or wild animals per policy and ordinances; sets animal traps; loads animals into cages; handles frightened, fractious, and injured animals; checks animals for illness or signs of rabies; quarantines exposed animals; identifies common breeds of animals and determines their sex.

Cooperates and acts as liaison with federal, state, and local officials and law enforcement agencies concerning related animal activity.

Maintains outside agency cooperation in the contractual obligation of housing animals; ensures compliance of all contracted services, agencies, or groups.

Compiles and/or monitors various administrative and/or statistical data; performs research; analyzes data and identifies trends; prepares/generates reports and maintains records.

Prepares or completes various forms, reports, correspondence, statistical reports, vehicle maintenance logs, warning notices, citations, complaint forms, quarantine reports, accident/bite reports, evidence reports, investigative reports, internal investigation reports, disciplinary actions, duty rosters, schedules, performance evaluations, or other documents.

Receives various forms, reports, correspondence, logs, complaint forms, quarantine reports, accident/bite reports, laboratory reports, investigation reports, daily activity summaries, time sheets, charts, policies, procedures, codes, ordinances, maps, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Prepares and maintains files/records of department activities; maintains current field and code manuals, policies/procedures, employee handbooks, maps, and related material for reference and/or review.

Operates a computer to enter, retrieve, review or modify data; utilizes word processing, spreadsheet, database, desktop publishing, computer aided dispatch, or other software programs.

Oversees and assists with operation of various machinery, equipment, and tools associated with animal control activities, which may include an animal transport vehicle, animal restraint equipment, chemical immobilization equipment, live capture traps, animal stretcher, catch poles, nets, chemical capture gun, probe thermometer, power tools, mechanical tools, camera, videocamera, office equipment, and radio communications equipment.

Supervises and performs general/preventive maintenance tasks necessary to keep vehicles, equipment and tools in operable condition, which may include inspecting equipment, refueling vehicles, checking/replacing fluids, checking tires, greasing equipment, washing/cleaning equipment, or cleaning shop/work areas; monitors equipment operations to maintain efficiency and safety; reports faulty equipment.

Establishes and maintains positive public relations; attends/addresses public groups as assigned or needed; provides information and education to the public; develops and maintains current literature for distribution concerning animal behavior problems, behavior solutions, or other animal services issues.

Responds to questions, complaints, and requests for information by telephone and in person; researches complaints and initiates problem resolution; mediates disputes concerning neighborhood animal issues.

Communicates with supervisor, employees, other departments, animal owners, dispatchers, attorneys, court personnel, law enforcement personnel, public safety agencies, the public, the media, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, resolve problems, or give/receive advice/direction.

Attends meetings; serves on special boards, panels, or committees as needed; makes speeches or presentations.

Responds to night time emergency calls on a rotating basis; assists fellow officers as requested and/or necessary.

Maintains a comprehensive, current knowledge of applicable laws/regulations; maintains knowledge of common zoonotic diseases, animal diseases, and common solutions; maintains knowledge of animal behavior, advanced humane behavioral correction, advanced humane methods of animal capture/restraint/transport, and investigative techniques; maintains an awareness of new methods, trends and advances in the profession; reads professional literature; maintains professional affiliations; attends supervisory meetings, seminars, workshops, and training sessions as appropriate, directed and/or approved.

Maintains medically acceptable level of pre-exposure rabies vaccine to prevent death.

ADDITIONAL FUNCTIONS

Performs general clerical tasks, which may include answering telephone calls, recording/relaying messages, or dispatching calls.

Oversees vehicle maintenance program; conducts inspections of department vehicles and equipment.

As directed, assumes responsibilities of Division Manager in absence of same.

Provides assistance or backup coverage to other supervisors or employees as needed.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by vocational/technical training in animal control, animal handling, and/or animal behavior; supplemented by three (3) years previous experience and/or training that includes animal control, animal handling, to include two (2) years of supervisory experience; experience in basic law enforcement preferred; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must obtain National Animal Control Level I Certification within two years of employment. Must possess and maintain a valid Tennessee driver's license.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to calculate and/or tabulate data. Includes performing subsequent actions in relation to these computational operations.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in a supervisory capacity.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex and rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light to heavy weights (typically 12-50 pounds, but occasionally up to 100 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, traffic hazards, toxic agents, violence, disease, pathogenic substances, animal attacks, or animal bites.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.