ANIMAL CONTROL SUPERVISOR

POSITION SUMMARY

Manages all administrative functions of the Animal Shelter including but not limited to planning, directing, organizing, and supervising all assigned staff. Will supervise and train staff and volunteers, maintain facility and equipment, interact with the public and ensure the shelter animals receive the proper care.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Work requires the direct application of a variety of procedures, policies, laws and /or precedents.
- Patrols city streets, impounds stray animals, responds to and follows up on animal related calls for service, complaints and disturbances.
- Completes official Police reports, testifies and appears in court regarding animal control related legal matters.
- Issues written warnings and/or completes formal complaint requests through municipal prosecuting attorney's office. Will monitor budget activities and has expenditure authority and input into budget development.
- Supervises assigned staff, volunteers, community service members, and interns. Coordinates scheduling. Monitors the work of subordinates and ensures their work complies with guidelines, policies, and procedures. Provides direction, training and technical assistance to subordinates. Conduct meetings with staff to review policies/procedures, discuss workplace issues and share ideas to improve animal care.
- Participates in the selection of staff, coordinates staff training, conducts staff performance evaluations, and conducts disciplinary/counseling procedures for staff.
- Make final decision regarding euthanasia and supervise to ensure proper techniques are used and that we have the required veterinary supervision.
- Assist in managing the Animal Shelter allotted budget.
- Provides recommendations/input regarding changes to policies and procedures.
- Ensure files/records are properly maintained.
- Monitors daily inspection of shelter facilities to monitor general health of animals, insure proper medical care is rendered in a timely, humane and efficient manner.
- Mentors; promotes teamwork and displays a positive example to subordinates.
- Receives, re-directs, and responds to a variety of communications.
- Interacts with the public as a representative of the Animal Shelter.
- Performs a variety of data entry duties.
- Oversee and collects fees, issues pet licenses, balances cash drawer, prepares and delivers deposits and orders shelter supplies.

- Develop and maintain a comprehensive public relations program to ensue all web, social media, and printed information reflects a consistent message.
- Develop, maintain and implement a complete and comprehensive volunteer program to increase, sustain and recognize volunteer participation, including training modules.
- Performs other duties of similar nature or level as required.
- Builds relations and coordinates efforts with other agencies such as rescues, veterinarians, and law enforcement to ensure effective animal control care.
- Finds placement for unclaimed animals with area rescues.
- Serves as contact and resource for the Animal Shelter; explains or refers to the appropriate person, policies, rules and regulations in response to inquiries and complaints.
- Directs, manages, supervises, coordinates, and monitors all procedures involved in the receiving, maintenance, treatment, adoption, quarantines, redemption, fostering, or euthanizing of impounded animals.

Knowledge, Skill and Abilities (required by end of probationary period):

- Knowledge of principles and practices of supervision, training, and performance evaluation.
- Customer service techniques and phone etiquette.
- Ability to learn and apply policies, procedures, regulations, principles and applications.
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- Ability to plan, organize, prioritize, coordinate, assign, and evaluate the work of division staff and volunteers.
- Familiar with a variety of office equipment and related applications and programs, data entry skills, record keeping, report preparation, filing methods and records management techniques.
- Skills and ability to develop budget recommendations and manage the expenditure of available funds.
- Effective oral and written communication skills, grammar and editing skills.
- Ability to communicate properly through and operate a two-way radio.

QUALIFICATIONS

Education and Experience

- An Associate's Degree (preferably Animal Management, animal shelter management, pet sciences and/or humane leadership or another similar degree).
- 1-3 years related animal shelter experience
- Two or more years in a supervisory role or demonstrated professional development

- Or the equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

Special Requirements:

- Valid Driver's License

WORKING CONDITIONS

Environment

- Positions in this class typically require: reaching, grasping, talking, hearing, seeing and repetitive motion, prolonged sitting, standing, walking, handling moderate weight objects (must be able to lift up to 50 pounds frequently);
- Environment can be dirty, wet and humid;
- Exposure to unpleasant odors, loud noises and chemicals
- Work requires restraining, lifting and carrying animals and cages, possibility of animal bites/scratches.
- Animals are inherently unpredictable, potential for animal bites and scratches.
- Exposure to a variety of animal related disease and infestation.
- Exposure to insect pests such as fleas, ticks, etc.

Classification: Grade 15 (G-15)
FLSA: Non-Exempt
Created and updated to new format: 02/2017
Approved by Civil Service Commission: 03/01/2017
Approved by City Commission: 03/06/2017; change from grade 14 to grade 15- 5/21/2024
Updated: 6/1/2022 by HR Nameniuk, Lieutenant Hanel; 5/6/2024 by HR Nameniuk, Lieutenant Hanel. Classification updated by HR Torgerson to align with the new pay scale, effective June 23, 2025.