



Office of Human Resources  
Animal Shelter Administrative Support Supervisor - CC3203

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### General Statement of Duties

Supervise and coordinate activities of workers involved in performing specialized and/or technical office support work that requires detailed knowledge of the Denver Animal Shelter.

### Distinguishing Characteristics

The Animal Shelter Administrative Support Supervisor class performs first-line supervisory duties over employees performing office support duties which support the development and implementation of policies, procedures, standards, training and methods for managing a specialized system or program for the Denver Animal Shelter. The work also involves responsibility for maintaining, advising on, interpreting the policies, reviewing, and evaluating the management of such systems or programs.

The Animal Shelter Administrative Support Supervisor is distinguished from the Administrative Support Supervisor II class who performs second-line supervisory duties over employees who supervise workers performing office support duties which support the development and implementation of policies, procedures, standards, training and methods for managing a specialized system or program.

### Level of Supervision Exercised

Supervises two or more full time employees who do not supervise.

### Essential Duties

Performs supervisory duties over Animal Shelter Assistant and other staff and implements and monitors performance criteria to achieve the unit's goals and objectives and keeps supervisory/management level personnel abreast of trends and issues in the work area.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Interprets, applies, and explains regulations, policies, standards, and/or procedures to internal/external customers based on extensive knowledge of a specialized area within a defined scope.

Evaluates client's needs, interest, motivation, and pattern of responsibility, reviews case records for client and family profiles, socio-economic history, previous treatment and services experience, and/or special problems and needs, and reviews and discusses case, problems, prognosis, behavior patterns, and needed services with a supervisor or other senior level staff.

Prepares, processes, reviews and evaluates forms, applications, computations, documents, and/or other information to determine accuracy, completeness, acceptability, or compliance based on extensive knowledge of a specialized area or legal requirements.

Determines and evaluates facts and makes decisions without the benefit of direct guidance or supervisory review where the cost of correcting errors could be substantial in either time or money.

Prepares and processes documents and other forms in accordance with legal precedents or other specialized/technical procedures.

Recommends improvements or solutions to problems within a range of specified, acceptable, and/or standard alternatives and technical practices.

Provides specialized information, identifies problems within a defined scope and has the authority to resolve discrepancies, and follows up on requests or complaints.

Responds to sensitive inquiries and problems related to the specialized/technical area and resolves problems by making reliable decisions.

Actively participate on the Department's emergency preparedness and response team(s) to support meeting the Department's public health and environment responsibilities outlined in the City's Emergency Operations Plan.

Any one position may not include all the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### **Competencies**

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

### **Knowledge & Skills**

Knowledge of standard office practices and procedures enough to be able to process various types of paperwork associated with office support duties.

Knowledge of crisis intervention theory enough to be able to perform the duties related to the work assignment and supervision of others performing these types of task.

Skills in making and managing decisions in emergency situations where there is no opportunity or time to seek supervisory assistance or conduct significant analysis of the options.

### **Education Requirement**

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

**Experience Requirement**

Three (3) years of technical or animal shelter experience, two of which must have been in a lead or supervision role.

**Education & Experience Equivalency**

Additional appropriate education may be substituted for the minimum experience requirements except for two years of supervision.

Additional appropriate experience may be substituted for the minimum education requirement.

**Licensure & Certification**

None

**Working Environment**

Pressure due to multiple calls and inquiries.  
Subject to many interruptions.  
Subject to varying and unpredictable situations.  
Subject to long irregular hours.  
Potential exposure to multiple animal species.

**Level of Physical Demand**

3-Medium (20-50 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: remaining in the normal seated position.  
Reaching: extending the hand(s) and arm(s) in any direction.  
Handling: seizing, holding, grasping or otherwise working with hand(s).  
Fingering: picking, pinching or otherwise working with fingers.  
Talking: expressing or exchanging ideas by means of spoken words.  
Hearing: perceiving the nature of sounds by the ear.  
Repetitive motions: making frequent movements with a part of the body.  
Eye/hand/foot coordination: performing work through using two or more.  
Near Acuity: ability to see clearly at 20 inches or less.  
Accommodation: ability to adjust vision to bring objects into focus.  
Color Vision: ability to distinguish and identify different colors.  
Lifting: raising or lowering objects weighing no more than 50 pounds, from one level to another.  
Must be able to handle animals without allergy restrictions.

**Background Check Requirement**

Criminal Check  
Employment Verification

**Assessment Requirement**

Professional Supervisor

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: C-806**

**FLSA Code: Y**

**Established Date: 12/22/2019**

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**