



Office of Human Resources
Animal Care Supervisor - CO2829

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General Statement of Duties

Supervises the work of Animal Care Attendants and Veterinary Assistants, monitors the care of animals and ensures a high level of animal care, and maintains a safe and clean shelter.

Distinguishing Characteristics

Animal Care Supervisors are expected to provide a high level of animal care and customer service. This is both physically and emotionally demanding work that requires employees to occasionally assist in raising or lowering objects up to 150 pounds.

The Animal Care Supervisor supervises Animal Care Attendants and Veterinary Assistants. This class is distinguished from the Animal Care Attendant class that provides humane and compassionate care for animals in the shelter, performs animal intake and release functions, conducts behavioral assessments, and ensures that all animals have a clean, safe shelter environment, water, and food.

The Animal Care Supervisor class is also distinguished from the Veterinary Assistant class that assists a veterinarian or licensed veterinary technicians with a variety of health care duties, conducts formal behavioral assessments, and ensures that all animals have a clean and safe living environment.

Essential Duties

Supervises Animal Care Attendants and Veterinary Assistants, ensures quality animal care is provided at all times, provides guidance to staff on situations that requires immediate problem resolutions, and maintains a safe and clean work environment for animals and employees.

Provides day to day leadership and works with staff to ensure a high-performance work environment and recommends process improvements and changes in practices and procedures to increase operating efficiency and expedite work flow.

Plans, assigns, and evaluates the work of animal care staff members, provides technical expertise to staff, and establishes unit and staff work goals and objectives.

Trains new staff members on animal care protocols and procedures, orients staff with appropriate policies and procedures, and ensures that work conforms to standards and regulations.

Establishes and distributes work schedules to staff members.

Provides and ensures humane care and handling of animals, monitors the feeding of animals, updates animal records, observes and notes any signs of illness or behavioral problems, and notifies veterinary staff of any issues.

Maintains adequate supplies and inventory and ensures that food supplies, cleaning supplies, and other necessary items are significantly stocked.

Performs euthanasia, serves as a backup when needed, and monitors and records amounts of controlled substance used in compliance with DEA regulations, State Health Department requirements, and shelter protocol.

Implements safety standards and develops procedures to ensure compliance.

Develops or modifies work plans, methods, and procedures and determines work priorities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution including escalations from clients.

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.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Operates vehicle and two-way radio in performance of duties.

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

Performs other related duties as assigned.

Any one position may not include all of 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.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

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.

Teaching Others - Helps others learn through formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

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

Knowledge & Skills

Knowledge of safety hazards and necessary safety precautions sufficient to be able to establish a safe work environment for self and others.

Knowledge of basic mathematics to be able to perform calculations needed in preparing animal foods.

Knowledge of hazardous materials and waste and their uses, interactions, dangers, production, handling, storage, and disposal of hazardous materials.

Knowledge of the care and handling of animals including feeding, controlling, restraining, and general health and injuries.

Level of Supervision Exercised

Supervises two or more Animal Care Attendants and/or Veterinary Assistants.

Education Requirement

Associate's Degree in Animal Science or a related field.

Experience Requirement

Two (2) years of experience at the type and level of Animal Care Attendant or Veterinary Assistant.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

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

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Potential exposure to housekeeping and cleaning materials.

Subject to burns or cuts.

Potential exposure to cold weather conditions (indoor/outdoor).

Subject to many interruptions.

Potential exposure to odors in animal areas.

Potential exposure to noise from barking dogs.

Potential exposure to toxic chemicals.

Potential exposure to wet working conditions (cleaning kennels).

Occasional pressure due to multiple calls and inquiries.

Works in proximity to cavity dwelling mammals and stinging insects.

Handles absentee replacement on short notice.

Subject to bites and scratches from animals.

Level of Physical Demand

4-Heavy (50-100 lbs.)

Physical Demands

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

Bending/Twisting: Bending, twisting, or positioning oneself to aid in the rescue capture of animals.

Climbing/Balancing: Ascending walls, fences, and other obstacles and maintaining equilibrium.

Crawling: Moving close to the ground in a tight, cramped space to rescue, trap, or capture animals.

Endurance: Ability to restrain animals for a substantial period of time.

Fine Dexterity: Sufficient coordination to operate a vehicle and manipulate objects.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing/Talking: Perceiving and comprehending the nature and direction of sounds/ability to communicate ideas.

Kneeling/Crouching: Ability to locate and capture animals from a lowered position.

Lifting/Carrying: Move live and dead animals up to 100 pounds.

Lifting: Moving objects weighing no more than 100 pounds from one level to another.

Neck Flexion: Perceiving objects located above or below.

Oral Comprehension: Ability to discern the meaning of oral speech.

Pushing/Pulling: Transport and control traps and cages, animal foods, equipment.

Reaching/Handling: Moving, positioning, and handling traps and cages, animal foods, equipment.

Running: Ability to quickly pursue an animal for 60 seconds.

Sitting: Remaining in a stationary position.

Standing/Walking: Moving from area to area and public contact.

Vision: Ability to perceive animal behavior, comprehend signs, and detect color.

Background Check Requirement

Criminal Check

Education Check

Employment Verification

By position, Motor Vehicle Record

Assessment Requirement

Professional Supervisor

Probation Period

Six (6) months.

Class Detail

Pay Grade: O-613

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: