

SUPERVISING ANIMAL CARE SPECIALIST

County of Tulare

DEFINITION

This classification is responsible for supervising staff assigned to the Animal Shelter and volunteers of the Animal Services Division who oversee the day-to-day operations of the Shelter. The incumbent humanely euthanizes and disposes of dangerous, sick or injured animals using proper methods and equipment; conducts animal temperament assessments; facilitates the care and adoption of shelter animals.

DISTINGUISHING CHARACTERISTICS

This is the supervisory level classification in the Animal Shelter unit of the Animal Services Division. Incumbents have full supervisory responsibility for Shelter staff. This class is distinguished from the Animal Control Supervising Officer in that the latter is responsible for the division's Animal Licensing and Control operations.

SUPERVISION RECEIVED AND EXERCISED

General direction is provided by the Animal Services Division Manager or higher-level management. Responsibilities include the direct and indirect supervision of Animal Services Shelter staff.

DUTIES

Plan, supervise and evaluate the work of the Animal Services Shelter staff.

Advise staff in the interpretation and application of rules, regulations, policies, and procedures governing animal shelter operations; conduct staff meetings.

Recommends and implements approved changes to ensure operational goals are met and informs the Animal Services Manager of operational concerns and emerging issues.

Coordinates shelter activities between the community, volunteers, and departmental staff.

Assist in the development and implementation of policies and procedures.

Participate in the preparation of the annual budget.

Exhibit humane and sympathetic treatment of animals by effectively caring for and safely handling domestic animals, livestock, and wildlife; identify ill or diseased animals and take appropriate action.

Maintains and reviews animal intake reports, drug usage reports, and euthanasia logs; prepares reports and correspondence.

Conducts animal temperament assessments to promote successful adoptions, and develops behavior modification plans, when appropriate.

Supervises the administration of and may personally administer medications, vaccinations, and microchips.

Utilize controlled drugs for tranquilization and euthanasia, following appropriate laws and procedures. Prepares logs of controlled drugs used.

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Performs procedures to assist in the detection of rabies, parvo, leukemia, and other conditions related to public health and animal welfare

Effectively communicates with the public, Animal Services staff, volunteers, and others to coordinate activities and resolve issues related to Animal Shelter activities.

Determines schedules and assigns duties to Animal Services Shelter staff.

Collects fee payments.

Attends conferences and meetings.

Resolves conflict and complaints appropriately and in a timely manner.

Assists in training Animal Shelter staff.

Develops and implements training programs in support of staff and volunteers.

Works a flexible schedule including evening and weekend hours.

Essential job duties may be assigned that are not listed above but are relative to this job classification. (Reasonable accommodation will be made when requested and determined by the County to be appropriate under applicable law.)

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the education, training, experience, special skills and/or license which are required and equivalent to the following.

Knowledge of:

- Principles and practices of supervising and training.
- Laws, rules, ordinances, and regulations governing the operation of animal shelters and impounding, releasing, and euthanasia of animals.
- Accepted safe, humane, and efficient practices of animal care and handling of various breeds of animals.
- Techniques, methods, and medications used in the treatment of animals.
- Data collection techniques and report writing.
- Domestic animal behavior assessment techniques.
- An animal shelter or veterinary facility operations.
- Proper cash handling techniques.
- Basic mathematics.
- Correct use of the English language including spelling, grammar, and punctuation.
- Various animal breeds and their behavioral characteristics.
- Symptoms of common animal disease.
- Safe work practices related to the handling and care of animals and facilities maintenance.

Skill/Ability to:

- Work and communicate effectively with people of various education and socioeconomic backgrounds by respecting beliefs, interpersonal styles and behaviors of both clients and co-workers.

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- Operate contemporary office equipment inclusive of computer, keyboard, and all applicable electronic equipment.
- Complete multiple priority projects with strict deadlines.
- Maintain confidentiality of sensitive and personal information.
- Attend meetings outside of regular working hours and may work on-call to respond to emergencies. Supervise, train, and evaluate the performance of assigned personnel.
- Learn, apply, and follow appropriate rules, policies, procedures, and ordinances, including those related to the licensing, adoption, quarantine, impounding, care, and treatment of animals.
- Understand and follow oral and written instructions.
- Provide prompt, courteous, and responsive customer service to the public.
- Communicate clearly and concisely in person, over the telephone, and in writing.
- Organize work, determine priorities, exercise sound judgment, and complete multiple tasks with deadlines under stressful conditions.
- Plan and complete assignments independently.
- Accurately perform euthanasia of animals by injection as required or assigned;
- Perform unpleasant or emotionally difficult procedures such as preparing rabies test samples by disarticulation.
- Collect and review information on departmental activities.
- Exercise good judgment and self-restraint when operating in stressful situations.
- Use protective equipment as directed and trained.
- Work in a loud environment while exposed to animals, animal fluids, waste and smells, and pharmaceuticals.
- Retain and recall information.
- Lift, drag, or carry weights up to 100 pounds.

Education:

- Equivalent to the completion of twelfth grade.

Experience:

- Five (5) years of hands-on experience handling, managing and caring for animals in a shelter facility, humane society, veterinary hospital, or similar agency.

Equivalencies for Experience:

- Thirty (30) semester or forty-five (45) quarter units of college-level coursework in Veterinary Science, Animal Science or a related field may substitute for one (1) year of the required experience.
- Or one (1) year of service as a volunteer or employment involving the coordination of volunteers may substitute for one (1) year of the required experience.

Special Note: Having and/or caring for personal or family pets will not substitute for the required experience.

License or Certificate

- Possession of, or ability to obtain an appropriate, valid California driver's license.
- Complete and pass the department's Humane Euthanasia training course pursuant to Section 2039, Title 16, California Code of Regulations, within six (6) months of the date of hire.
 - Complete all requirements needed to obtain a Veterinary Assistant Controlled Substance Permit per the California Veterinary Medical Board within 90 days of the date of hire and maintain VACSP certification.

SPECIAL REQUIREMENT: Must be immunized against rabies and maintain immunity for the duration of employment.

[Supervising Animal Care Specialist] Job Code: 021780; Res: 18_0769; Approved: 09/16/18
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Supplemental Information

Overtime Status: Eligible
Probation: Six (6) Months
BU: 07