



Animal Control Supervisor #01630

City of Virginia Beach – Job Description

Date of Last Revision: 10-02-2015

FLSA Status: Non-Exempt

Pay Plan: General

Grade: 24

City of Virginia Beach Organizational Mission & Values

The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

Supervise animal control personnel engaged in the enforcement of Animal Control Ordinances, both City and state; and oversee the care of animals, equipment, vehicles and maintenance of Animal Control Bureau facilities.

Representative Work Functions and Responsibilities

Supervise the activities of animal control officers and animal caretakers involved in the enforcement of animal control ordinances, proper and safe care of the animals, cleaning of the kennels, and maintenance of equipment, vehicles, and incinerator; prepare shift schedule and ensure coverage when employees are unavailable or unable to perform work; and provide interpretative guidance to employees regarding bureau policy, city code or state code for more complex calls.

Train and instruct new personnel in the policies and procedures and general operations of the animal control bureau.

Review all records and reports to ensure accuracy and proper filing; and prepare a variety of reports including accident reports, employee performance feedback, recommendations for disciplinary action, response to citizen complaints, etc.

Assist in budget preparation and monitoring of operational expenditures, such as veterinary services, food for animals, vehicle maintenance or other operational expenses.

Investigate and handle more complicated situations such as cruelty to animals, and capture and handling of larger animals; and investigate livestock and fowl harassment cases.

Perform euthanasia of sick, injured or unclaimed animals ensuring humane, safe and proper procedures are employed.

Advise owners on filling out forms and/or their legal recourse.

Ensure basic vehicle, equipment, building and incinerator maintenance tasks are performed in a timely manner.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those

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duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

Performance Standards

Properly supervise subordinates ensuring schedules coverage and compliance to operating procedures; serve as a reliable resource for procedural and statutory information; demonstrate tact and diplomacy in dealing with sensitive issues with the general public; respond to citizen or employee concerns in a timely manner; effectively communicate, both orally and in writing; maintain all records accurately and completely; recognize maintenance needs of vehicles, equipment, building and incinerator facilities and ensures timely completion; ensure efficient utilization of bureau resources; perform duties on weekends, holidays and evenings willingly; and oversee the operation of the Animal Control Bureau in the absence of the Superintendent.

Minimum Qualifications

High school or GED plus five (5) years' experience in fields providing the required knowledge, skills and abilities and associated with such positions as Animal Control Officer; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Must have, or obtain, a current and valid Virginia or North Carolina driver's license in accordance with Virginia or North Carolina DMV driver's license eligibility requirements.

Preferred Qualifications

May vary.

Special Requirements

Must be able to work rotating shifts (days/evenings/midnights) including weekends and holidays and be available to work overtime when required to meet operational needs.

Knowledge-Skills-Abilities Required to Perform Satisfactorily

A. Knowledge

1. Knowledge of state and municipal ordinances in the enforcement of animal control.
2. Knowledge of the administration, organization and function of municipal animal control organization.
3. Knowledge of the operating procedure of the Animal Control Bureau.
4. Knowledge of various animal diseases and their symptoms.
5. Knowledge related to the capture, custody and disposition of all animals, fowl, reptiles, and all wild animals.

B. Skills

1. Skill in caring for and handling all types of animals, fowl and reptiles.
2. Skill in proper and safe uses of a tranquilizer gun and other firearms.
3. Skill in procedures for capturing various animals and reptiles.
4. Skill in operating the winch and horse trailer in picking up and off-loading large live and deceased animals, such as horses, cows and other farm animals.
5. Skill in operating incinerator following all safety procedures.
6. Skill in the proper, safe and humane procedures of euthanasia of all animals and fowl.
7. Skill in effective oral and written communication.
8. Skill in organizing work, establishing work priorities and monitoring status of work performed by others.

C. Abilities

1. Ability to establish and maintain effective working relationships with subordinates and the

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- public.
2. Ability to investigate and handle complex situations and reason with erratic and hostile persons.
3. Ability to prepare employee performance feedback reports and other reports required such as accident reports, recommendations for disciplinary action, written responses to citizen complaints, etc.
4. Ability to recognize maintenance needs of vehicles, equipment, building and incinerator facilities to ensure optimum efficiency and use.
5. Ability to give lectures to various civic organizations on the procedures, the animals laws and the function of the animal control bureau.
6. Ability to assign, instruct, coach and review the work of subordinates.
7. Ability to address employee issues using a facilitative approach.
8. Ability to identify various snakes to ensure proper treatment is rendered by a physician for poisonous bites.
9. Ability to obtain certification as a Humane Investigator.
10. Ability to operate a 4-wheel drive vehicle on the sand beaches to patrol for stray dogs and other animals.

Working Conditions

The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

Physical Requirements: *Physical refers to the requirement for physical exertion and coordination of limb and body movement.*

Medium to heavy work that involves walking, standing, bending, stooping, lifting, and exerting up to 100 pounds of force on a regular and recurring basis, use of specialized Animal Control equipment, and use of standard office equipment.

Mental Requirements: *Mental refers to the degree that the job involves cognitive activities, and use of mental processes.*

Performs clerical and manual tasks requiring a wide range of procedures and requiring intensive understanding of a restricted field or complete familiarity with the functions of a unit or small division of an operating agency; requires normal attention with short periods of concentration for accurate results or occasional exposure to unusual pressure. Requires ability to effectively communicate information to wide ranges of experience/educated citizens/coworkers/supervisors.

Environmental Conditions: *Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.*

May risk exposure to extreme heat or cold, wet or humid conditions, toxic and caustic chemicals, or animals/wildlife to include exposure to animal bites, scratches, and diseases such as Rabies, Ringworm, and Lyme disease.

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Sensory Requirements: *Sensory refers to hearing, sight, touch, taste, and smell required by the job.*

Normal visual acuity, depth perception, field of vision, color perception, hearing, speaking, sense of smell, and texture perception.

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