



Animal Shelter Operations Supervisor #01631

City of Virginia Beach – Job Description

Date of Last Revision: 10-02-2015

FLSA Status: Non-Exempt

Pay Plan: General

Grade: 20

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 personnel engaged in animal care functions at the shelter; oversee the care of animals, equipment, vehicles and maintenance of shelter facilities.

Representative Work Functions and Responsibilities

Supervise the activities of animal caretakers and volunteers involved in the humane treatment and care of the animals, including performing daily, routine inspections; ensure all personnel provide quality customer service to the public; prepare shift schedule and ensure coverage when employees are unavailable or unable to perform work; train and instruct new personnel in the policies and procedures and general operations of the shelter; and provide interpretative guidance to employees regarding bureau, departmental and city policy.

Ensure the safety, sanitation and upkeep of the shelter facility and maintenance of shelter equipment; ensure proper cleaning protocols are followed on a daily basis; and make recommendations regarding effective space utilization at the shelter and work process improvements, working in collaborations with other stakeholders.

Review and audit all records, including data entry in the police records management system.

Prepare a variety of reports including accident reports, employee performance evaluations, recommendations for disciplinary action, response to citizen complaints, reporting regarding the animal population in terms of animals sheltered, adopted, euthanized, etc.

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

Assist in coordinating community outreach (including off-site events) and educational programming; and assist in coordinating the volunteer program.

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

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then

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current workloads and department needs.

Performance Standards

Properly supervise subordinates and volunteers ensuring schedules coverage and compliance to operating procedures; ensure the humane treatment for all animals that come under the auspices of the shelter; ensure adherence to cleaning protocols; serve as a reliable resource for procedural information; demonstrate tact and diplomacy in dealing with sensitive issues with the general public; respond to citizen or employee concerns in timely manner; effectively communicate, both orally and in writing; maintain all records accurately and completely; develop and sustain collaborative relationships with community members, volunteers and city staff; ensure efficient utilization of bureau resources; perform duties on weekends, holidays and evenings willingly.

Minimum Qualifications

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

Special Requirements

Must be available to work evenings, weekends, holidays, and overtime when required to meet operational needs.

Knowledge-Skills-Abilities Required to Perform Satisfactorily

A. Knowledge

1. Knowledge of city ordinances and federal and state laws pertaining to the care, control and handling of a variety of animals.
2. Knowledge of city and departmental core values, mission and operating policies and procedures.
3. Knowledge of basic animal husbandry and behavior principles.
4. Knowledge of herd health management, veterinary care and protocols.
5. Knowledge of various animal diseases and their symptoms.

B. Skills

1. Skill in the identification of a variety of breeds of dogs, cats and other domestic animals.
2. Skill in the handling of all types of animals, including dogs, cats, birds and reptiles.
3. Skill in the proper, safe and humane procedures for animal inoculation and euthanasia.
4. Skill in effective oral and written communication.
5. Skill in organizing and directing work, establishing work priorities and monitoring status of work performed by others.
6. Skill in managing difficult customer situations and responding to customer requests for service and assistance.

C. Abilities

1. Ability to establish and maintain effective working relationships with subordinates, community members, volunteers and the public.
2. Ability to identify and resolve problems promptly, develop alternative solutions, solicit input from others when appropriate and use reason when dealing with emotionally charged situations.
3. Ability to prepare employee performance evaluations and other reports required such as accident reports, recommendations for disciplinary action, written responses to citizen complaints, etc.
4. Ability to give lectures to various community organizations on the procedures, the animal laws and the functions of the shelter.
5. Ability to train and supervise the work of subordinates.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

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6. Ability to address employee issues and concerns using a facilitative approach.
7. Ability to maintain an accurate animal registration and inventory system.
8. Ability to work collaboratively with local veterinarians to ensure the proper care of animals and to ensure that veterinary orders are carried out to include administering medication and transportation when required.
9. Ability to make recommendations for change and revision to processes that affect shelter operations.
10. Ability to utilize computer software to access and interpret data, prepare documents, develop proposals and to anticipate and prepare for change inspired by technological advancements.

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 and occasional use of standard office equipment. Occasional animal restraint and movement of animals weighing up to 180 pounds; restraint can involve motions of pushing, pulling or stabilizing self and animal simultaneously. Requires occasional sedentary work that involves exerting up to 5 pounds of force.

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 periods of concentration for accurate results or regular exposure to unusual pressure. Must multitask continuously while maintaining high levels of accuracy; work involves frequent interruption. Job imposes emotional stress on a routine basis.

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 zoonotic diseases such as rabies, dermatophytosis, and Lyme disease. Exposure to veterinary treatment and x-ray/lab areas during diagnostic, treatment and surgical procedures.

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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