



## JOB DESCRIPTION

### Animal Care & Control Supervisor

**Date Prepared: August, 2022**

**SUMMARY:** Under general supervision, oversees field and technical operations and animal control officers engaged in the enforcement of municipal and state codes related to the care, treatment, humane protection, impoundment, animal licensing and rabies control of animals; develops, produces, and directs special compliance, abatement and outreach projects; reviews work quality standards and timely completion of all inspections; provides statistical analysis and reporting; performs related duties, as required.

**ESSENTIAL FUNCTIONS:** -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Ensure delivery of animal care and control services with an emphasis in providing outstanding customer service to residents, City staff, City contractors and compassionate treatment and care to animals.
- Organize and supervise the timely completion of work assigned to animal control officers tasked to investigate community complaints relating to animal abuse and neglect, apprehending vicious or scary dogs, animal related land use issues, handling injured animals, quarantining dangerous animals, animal nuisances, containment of local wildlife, and impound of stray and unlicensed animals.
- Oversee the application of animal-related local, state, and federal laws, the issuance of notice of violations and citations, licensing programs, and application processes.
- Develop and implement system improvements and administers proactive animal license canvassing operations.
- Oversee case management processes, ensure due process is maintained, and City compliance and abatement expenses are recuperated through cost recovery programs.
- Work closely with the City's contract shelter to ensure property transfer, documentation, treatment, and care of impounded animals and promote professional and productive relationships with contracted shelters for pet adoption, spay/neuter, and licensure of animals.
- Assist with the coordination and participation of City public outreach events, animal adoption, and animal vaccine events.
- Coordinate public education programs and demonstrations to explain pet ownership responsibilities, and career day opportunities at local schools.
- Assist law enforcement in the search and seizure of animals, as needed.
- Coordinate education, outreach, and execution of the City's Trap Neuter and Release (TNR) program.
- Support the Enforcement Manager and Code Enforcement Official with the development of goals and objectives, as well as policies, procedures, and implementation of department objectives.
- Make recommendations for changes and improvements to existing standards, policies, procedures, and case management system practices.
- Track, coordinate, and implement required Animal Control Officer training, including but not limited to: officer safety, legal updates, report writing, search/seizure, and animal control and containment process.
- Ensure compliance to required animal control officer certifications.
- Meet with citizens and community groups to resolve resident nuisance or personnel complaints.

- Ensure proper and safe execution of pre/post animal seizure actions and other animal related abatement actions and procedures through the application of city and state code or through the execution of a court order, including but not limited to, nuisance abatement of hoarding conditions, animal neglect/ abuse conditions, excessive animals, and animal waste.
- Coordinate and participate in joint compliance programs that impact the treatment and wellbeing of animals, including but not limited to: abatement actions, community outreach efforts, proactive code compliance land use and public nuisances abatement efforts, and transitional and homeless outreach programs and assistance to pets belonging to homeless individuals; assists other City departments, including Police, Fire and the City Attorney's Office, with related compliance actions.
- Serve as the liaison for the Animal Control Division with other departments and outside agencies.
- Safely operate and maintain Animal Control vehicles utilizing a variety of Animal Control devices and equipment, including leashes, muzzles, traps, catch poles, and radios.
- Identify code violations and assist Code Enforcement Officers, as needed.
- Perform standby duty and callouts after hours.
- Prepare evidence in support of legal actions taken by the City.
- Appear in court, as necessary and testifies at hearings and in court proceedings, as required.
- Prepare a variety of written reports, memos, and correspondence related to enforcement activities.

## **MINIMUM QUALIFICATIONS:**

### **Education, Training and Experience Guidelines:**

High school diploma OR GED equivalent SUPPLEMENTED BY 30 college semester units AND five years of experience in the enforcement of animal control regulations within a government agency OR the equivalent experience in the care and treatment of animals in a professional veterinary or government setting or animal shelter.

## **LICENSE AND CERTIFICATION REQUIREMENTS:**

- Possession of a valid California Class "C" driver's license upon hire and maintain throughout the length of employment with the City of Victorville.
- National Animal Control Association (NACA) Level 1 Certification OR the California Humane Officer Basic Certification is required.

### Must possess within 18 months of hire:

- Peace Officer Standards and Training (P.O.S.T) Penal Code 832 – Arrest and Firearms Certification.
- Standardized Emergency Management (SEMS) 100, 200 Certification.
- Euthanasia by Injection Certification from a recognized organization within the State of California.
- Peace Officer Standards and Training (P.O.S.T) RCB / Baton and OC Pepper Spray Certification.
- Peace Officer Standards and Training (P.O.S.T) Supervisory Course.
- National Animal Control Association (NACA) Level 2 Certification OR the California Humane Officer Advanced Certification.

### **Knowledge of:**

- City and division policies and procedures.
- State of California animal laws.
- Use of animal capture and control equipment.
- Dog breeds, animal diseases, and symptoms.
- Safe and efficient methods of handling dogs and other small animals.
- Civil and administrative criminal court systems.
- Administrative and criminal enforcement process and procedures.
- Laws and proper training and use of animal tranquilizers.

- Laws of arrest, search and abatement procedures.
- City municipal and land use codes.
- Animal nuisances and abatement methods.
- Civil and administrative legal notice requirements and court procedures.
- Principles and practices of supervisory leadership.
- Principles and practices of grant and project management.
- Police Radio usage and related communication practices.

**Skill in:**

- Providing excellent and efficient customer service.
- Communicating clearly and objectively both verbally and in writing.
- Using initiative, discretion and good judgment within established procedures, guidelines, and rules.
- Defining problems, establishing facts, and drawing valid conclusions.
- Managing situations requiring diplomacy, fairness, firmness, and sound judgment.
- Interpreting and applying City, state and federal codes, laws and regulations regarding local government licensing, permitting, taxes, and other related documentation.
- Communicating via two-way radio and telephone, operating a computer and various programs, and maintaining records.
- Interpreting fiscal budgets and revenue.
- Using patience, tact, sound judgment, diplomacy and courtesy in dealing with the public.
- Maintaining effective, professional, ethical working relationships with employees, City and other government officials, and contractors.
- Establishing and maintaining cooperative working relationships with managers, supervisors, employees, businesses, contractors, consultants, external public and private agencies, and the general public.
- Operating a personal computer, tablet, and various software applications.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

Occasional exposure to hazardous work conditions including contact with snakes, potentially wild, and dangerous animals; potential encounters with verbally or physically abusive individuals; work performed in streets and highways to remove stray or dead animals. Work is performed in a variety of environmental conditions, both indoors and mostly outdoors, with exposure to wide temperature variations, noise, vibrations, fumes, grease, machinery and its moving parts, odors, and dust. Regularly lifts objects up to 100 lbs. Other physical exertion including pushing, pulling, running, climbing, crawling, and kneeling is required. Incumbent must be able to see and hear in the normal range with or without correction and communicate verbally and in written form with great facility and must be able to be understood. Must be able to wear issued uniform and comply with division Uniform Appearance Standards. Use of City issued ballistic vest is required. Incumbent will be required to respond to emergencies after regular working hours and on weekends and must be willing to work an irregular schedule, which may include holidays, evenings, and/or varying hours, as assigned. Must be able to respond to emergency calls within thirty (30) minutes.