

TITLE: ANIMAL CONTROL AND SHELTER MANAGER *(Unclassified)*

(Updated 11-22-24)

DEPARTMENT: Animal Control & Shelter

JOB SUMMARY: This position is responsible for directing and assuring the delivery of animal control and shelter operations within the guidelines of federal and state laws, local ordinances, and County policies and procedures. The incumbent leads and manages staff to provide animal control services to help assure public safety and to provide shelter and care—primarily for dogs and cats. Leads and emphasizes individual/family adoption and rescue group participation. Reports to the Chief Administrative Officer.

MAJOR DUTIES—Through direct hands-on performance or through staff:

- Plans, organizes and distributes work in such a way to maximize the efficiency and effectiveness of the staffing, supplies, equipment and facilities of the Animal Control and Shelter programs in a legally compliant manner.
- Performs personnel management roles of recruiting and staffing, training and development, performance evaluation, correction and recognition, and handling complaints and grievances.
- Prepares budget request and manages the approved budget for Animal Control and Shelter.
- Enforces State and County animal control laws and ordinances.
- Assures shelter facilities are cleaned and maintained in such a manner as to provide as much as practical an odor-free and low-stress environment for the animals.
- Assures daily feeding and watering. Assures appropriate level of medical care.
- Assures facility grounds and minor building maintenance is completed. Oversees any building maintenance contract work.
- Evaluates animals eligible for adoption and communicates/coordinates with Animal Services Marketing Specialist.
- Maintains awareness and familiarity of each animal on location to help assure accurate and timely responses to potential adopters.
- Provides input to Adoption Coordinator for “Pet of the Week” for local media promotion.
- Oversees arrangements for prospective adoptive individual/family and selected animal(s). Educates about breed(s) need(s) and the specific animal(s) being considered.

Animal Control and Shelter Manager

Page 2

Matches adoptive individual/family with appropriate temperament of animal(s) to help assure compatibility of wants and needs. Approves or denies adoption based on suitability.

- Assists adoptive individual/family with pet/new home information, transition, accommodation and training needs.
- Approves or denies adoptions based on suitability with adoptive individual/family.
- Conducts Animal Shelter steps for related payables (veterinary, pet and equipment supply) and receivables (donations, individual adopters and Rescue Group) functions for the shelter. Coordinates with Adoption Coordinator as needed to assure collection.
- Coordinates with Adoption Coordinator to properly staff adoption events.
- Must be available and may need to work some hours on select holidays and weekends, including Saturday adoption events.
- Responds to customer inquiries and concerns. Provides general information.
- Assists and performs duties of the Kennel Technician and Animal Control Officer roles as needed.
- Assures office areas, lab and kennel areas housekeeping and safety standards are maintained.
- Ensures the accurate and timely maintenance and reporting of required routine records and specials reports.
- Applies and effectively uses PSE (personal safety equipment) in the performance of the job.
- Performs related work as may be required or assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- Knowledge and skills
- Knowledge and skills of animal care, behavior, handling and control.
- Knowledge of animal adoption procedures including through animal rescue groups.
- Knowledge of county and departmental policies and procedures.

Animal Control and Shelter Manager

Page 3

- Skill in the use of computers, related peripherals, and job-related software programs.
- Skill in prioritizing, planning, and organizing work.
- Skill in oral and written communication.
- Skill in providing performance expectations and feedback.

SUPERVISORY CONTROLS: The Chief Administrative Officer assigns work in terms of general instructions. The Director spot-checks in-process and completed work for compliance with policies, procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES: Guidelines include state and local laws and ordinances along with County policies, procedures and protocols. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY: The work consists of related animal control, care and adoption duties, along with shelter and facility maintenance. Coordination with law enforcement and the public, contribute to the complexity of the position.

SCOPE AND EFFECT: The purpose of this position is to direct and assure the delivery of animal control and shelter operations on budget, within the guidelines of federal and state laws, local ordinances, and County policies and procedures. Through collaboration with the Adoption Coordinator, executes adoption and rescue group participation.

CONTACTS: Contacts are typically with the CAO, co-workers, staff members, rescue group personnel, adoptive members of the general public, members of community service organizations, and other local government personnel.

PURPOSE OF CONTACTS: Contacts are typically to provide direction, guidance and feedback, give, exchange and/or receive information, resolve problems, encourage suitable pet adoptions and provide customer service.

PHYSICAL DEMANDS: The work is typically performed while intermittently sitting, standing, walking, bending, crouching or stooping. The employee must occasionally lift light and heavy animals and objects, and distinguish between shades of color.

WORK ENVIRONMENT: The work is typically performed in an office, the animal shelter and outdoors. The employee will be exposed to noise, dust, dirt, contagious or infectious diseases, irritating chemicals, and hot and cold or inclement weather. The employee may be exposed to grease and machinery with moving parts. The work may require the use of protective safety equipment such as masks, goggles and gloves and other clothing and footwear.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: Leads and manages Animal Control Officer, Adoption Coordinator, Kennel Technicians and any volunteers. Management

Animal Control and Shelter Manager

Page 4

accountability for the financial and functional performance of the County's Animal Control and Shelter operations.

MINIMUM QUALIFICATIONS

- Ability to plan, organize and execute daily, weekly, monthly, quarterly and annual priorities.
- Ability to read and comprehend simple instructions, short correspondence, memos and the ability to write creative promotional descriptions and correspondence.
- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems, including interpersonal conflict.
- Ability to effectively present information to and communicate with staff, co-workers, managers, and the general public. Requires considerable skill in the application of office methods and procedures.
- Sufficient experience to understand the basic principles relevant to the major duties of the position and six months experience working with animals is desirable; or equivalent combination of education and experience.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Alabama for the type of vehicle or equipment operated.
- **Veterinary Technician certification preferred.**