

COUNTY OF SOLANO
CLASS SPECIFICATION
ANIMAL CARE MANAGER

CLASS SUMMARY:

Under general direction, the Animal Care Manager, manages, plans, directs, and oversees the daily activities and operations of the Countywide Animal Care Shelter and enforcement of codes and regulations related to animal control services for the unincorporated and contract service areas as applicable, including animal care, animal control, community outreach, adoption, rescue, foster care, volunteer, and inmate worker programs; shelter operations; veterinary operations and administration.

DISTINGUISHING CHARACTERISTICS:

This class is distinguished from the:

- **Director of Administrative Services**, which performs a wide variety of management and administrative duties which involve responsibility for the administrative activities of a large, highly complex department.
- **Captain – Sheriff**, which performs administrative law enforcement work in directing the activities of an assigned division in the Sheriff-Coroner's Department.
- **Animal Care Supervisor/Veterinary Technician**, which plans, coordinates, supervises, and participates in daily operations and activities of the animal shelter, to include supervising assigned staff and maintaining, cleaning and providing care for animals in the shelter
- **Clerical Operations Supervisor** - which plans, organizes and supervises the activities the clerical unit performing routine work processing documents and records.

SUPERVISION RECEIVED AND EXERCISED:

- General direction is provided by the Director of Administrative Services. AND
- Employees in this class supervise employees in professional, technical and/or clerical, classes. Employees in this class also exercise supervision over large volunteer group.

ESSENTIAL DUTIES: This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

- Exercises organizational and management authority over the physical facility, services and activities of the Solano County Animal Shelter and animal control services, performs managerial responsibilities such as:
 - Plans, develops, implements and monitors goals and objectives and takes corrective actions as appropriate, develops and enforces policies and procedures; establishes priorities regarding: care and feeding of animals, maintenance of kennels, corrals, holding facilities, and ensures all areas are maintained in a sanitary and orderly condition.
 - Handling and identification of all animals and treatment for the sick and injured; maintenance of animal records of euthanasia and controlled substances as required by law; and ensuring computer recorded data is maintained in a confidential manner and discretion is exercised.
 - Keeps abreast of changes in the laws and regulations regarding animals, animal control, animal disease control and animal care; implements modern animal care

methods and procedures.

- Develops the budget for the Animal Care and Control Division manages budget implementation; participates in the forecast of funds needed for staffing, equipment, materials and supplies; and administers and manages the approved budget for the division by:
 - monitoring purchases and expenditures;
 - approving non-routine expenditures for workplace improvements, training, computer software and hardware, etc.;
 - grant research, solicitation, application and monitoring
- Assures compliance with standards and policies and enforcement of laws and regulations regarding humane animal treatment, animal abuse, stray animal retention, and animal sterilization and ensures participation in the county-wide rabies control program.
- Represents the Department in community outreach efforts by:
 - developing and maintaining collaborative partnerships with local, regional, and statewide organizations, and other County departments and County Leadership to develop, implement, and/or promote the efforts of the Animal Shelter; and
 - representing the Department's needs and priorities within these "partnerships"; and
 - speaking to groups and individuals regarding departmental activities and services
- Investigates charges of animal abuse; reviews citations and, using the advice of counsel, determines whether violators should be prosecuted; gathers evidence; prepares appropriate court documents and reports; and testifies in court.
- Develops and coordinates a manageable capacity work plan for the Shelter to effectively utilize space and systematically respond to seasonal influxes of animals.
- Manages a modern animal shelter that includes a public spay/neuter clinic, and pet adoption program, with focus on public education regarding pet licensing, animal care, health, and wellness and to ensure interested and acceptable individuals are quickly united with adoptable pets.
- Responds to and resolves inquiries and complaints from other animal care providers, Animal Control Officers and the general public.
- Performs periodic inspection of shelter facilities to monitor the general health of shelter animals and ensures proper medical care is rendered in a timely, humane and efficient manner.
- Assigns and ensures necessary vehicles and other equipment, (e.g., radios, keys, animal capturing tools, crates and cages) are in supply and in well maintained working order to minimize the spread of disease.
- Performs supervisory duties to direct reports and to others through subordinate supervisors such as:
 - establishing standards for acceptable work products and evaluating performance;
 - interviewing applicants and recommending selections;
 - reviewing, approving and implementing disciplinary actions and terminations;
 - assigning work and planning and scheduling staff's work activities and deadlines;

- reviewing work and recognizing employees' work efforts and accomplishments;
- providing career development mentoring and recommending training and career development opportunities;
- ensuring that employees are properly trained;
- reviewing and approving timesheets and requests for leave; and
- supporting and ensuring compliance with County and Department policies and procedures including those related to equal opportunity and to safety.
- Researches and prepares technical and administrative reports; evaluates legislation effecting animal care services, plans and projects; prepares and maintains a variety of records and written correspondence.
- Performs other special tasks and projects to include but not limited to capital projects.as assigned by the Sheriff or Designee
- Attends a variety of local and state training programs to maintain related current and future certifications.

EDUCATION AND EXPERIENCE:

Pattern A:

Education: Bachelor's Degree from an accredited college or university is required, preferably in Animal Management, Animal Science, Biological Sciences, Business administration, or Public Administration or related. AND

Experience: Four (4) years of experience performing animal shelter and/or animal control agency, a Humane Society, and/or a veterinary clinic, including two (2) years performing program management and/or supervisory responsibility. OR

Pattern B:

Education: Associates Degree or equivalent units from an accredited college or university preferably in Animal Management, Animal Science, Biological Sciences, Business administration, or Public Administration or related. AND

Experience: Six (6) years of experience performing animal shelter and/or animal control agency, a Humane Society, and/or a veterinary clinic, including two (2) years performing program management and/or supervisory responsibility.

LICENSING/CERTIFICATION REQUIREMENTS:

Possession of or the ability to obtain a valid California Class C driver's license is required. This license must be kept current while employed in this class.

REQUIRED KNOWLEDGE AND SKILLS:

Knowledge of:

- Organizational analysis and management.
- Relevant Local, state and federal laws, codes, regulations, and ordinances related to the proper treatment, sheltering, and control of animals.
- Operational characteristics and challenges of animal care/control programs and functions
- Animal shelter flow
- Principles and effective practices and techniques for proper handling and caring for

animals and training.

- Pharmaceuticals commonly used in the treatment of animals
- Principles and practices of supervision, leadership, motivation, team building, organization, training, and conflict resolution.
- Community Outreach and building networking partnerships.
- Customer service techniques for dealing with customers, often in a difficult or confrontational situation.
- Oral communication techniques to include presentations to groups of various sizes in a positive, inclusive, and motivational manner.
- English composition, spelling, grammar, vocabulary, and punctuation for both written and oral communications.
- Formats and appropriate terminology for report writing to assist in completing progress reports for grant funded programs, business correspondence, policies, procedures and narrative reports.
- Principles and practices of budgeting, cost analysis, and fiscal management.
- Request for Proposal (RFP) development, contract development and administration, including planning, change, and shelter design.
- Grant research, identification, development and monitoring appropriate to the needs of the shelter.
- Standard office procedures, practices, equipment, personal computers, and software.

Skill and/or Ability to:

- Plan, organize, manage and implement the operations of an animal shelter; handle a variety of domestic and livestock animals safely and in a humane fashion.
- Identifying animals ready for temperament testing, scheduling testing, and managing results; ensuring animals are appropriate for adoption and determining when animals unavailable for adoption are euthanized in a timely and humane manner.
- Animal restraint and veterinary tools, equipment, and supplies, cleaning tools and equipment, and two-way radios.
- Enforce laws, ordinances, and regulations pertaining to animal services and animal control.
- Recognize normal and abnormal animal behavior.
- Handle potentially dangerous animals in a safe manner.
- Researching laws, regulations, procedures and/or technical reference materials to include those involving evidence-based programs; analyzing, evaluating and interpreting the data gathered; drawing logical conclusions; developing reasonable and deliverable options, making appropriate recommendations; and implementing the resultant change effectively.
- Managing a variety of simultaneous work projects and carrying them through to successful completion.
- Administering contracts and grants according to designated guidelines and regulations.
- Communicating information and ideas clearly and concisely, both orally and in writing.
- Interpersonal communication necessary to work with, staff, management, community stakeholders, inmates, offenders, and management from other county departments
- Working with and speaking to various cultural and ethnic individuals and groups in a tactful and effective manner.
- Establishing and maintaining effective working relationships with those contacted in the performance of required duties.
- Representing the shelter in meetings with representatives from local, state, private agencies, non-profit agencies, and other County departments.
- Preparing a variety of written communications to include reports, policies and procedures.
- Maintaining accurate records and documenting actions taken.
- Gathering and analyzing statistical data and preparing comprehensive statistical reports.
- Maintaining confidentiality of records and information per pertinent laws/regulations.

- Using modern office equipment to include computers and related software applications.

PHYSICAL REQUIREMENTS:

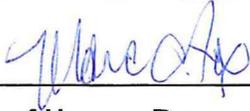
- **Mobility and Dexterity:** The position in this class typically requires stooping, kneeling, reaching, standing, walking, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion.
- **Lifting, Carrying, Pushing and Pulling –** When handling animals and setting up for events and activities, the employee in this class will be exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- **Vision:** The position in this class requires the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer terminal, read, etc. The position in this class also requires the employee to have depth perception in order to operate a motor vehicle.
- **Hearing/Talking:** The position in this class requires the employee to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. The position in this class requires the employee to express or exchange ideas by means of the spoken word.

WORKING CONDITIONS:

- **Office Work:** The employee in this class will most often be working in an office setting.
- **Work in an Animal Shelter:** The employee in this class will also be working in an animal shelter and thus will be subject to exposure to dirt, dust, pollen, odors, loud and/or constant noises, fumes, chemicals, toxic agents, animal blood and other bodily fluids, bites and scratches from animals, and pathogenic substances. The employee in this class may also be exposed to animals with injuries and to animals who must be euthanized and disposed of.
- **Traffic Hazards:** The employee in this class will be required to operate a vehicle and thus will be subject to traffic hazards while driving.
- **Disruptive/Confrontational Human Contacts:** The employee in this class may be subject to disruptive and confrontational people.

OTHER REQUIREMENTS:

- The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class. The background check may include the State of California Department of Justice, the Federal Bureau of Investigation (FBI), and criminal checks in any City/County where the applicant has lived, worked or gone to school.
- Incumbents are required to travel independently, for example, to perform work at other work sites, to attend meetings with other County employees, to attend meetings with community organizations, etc.
- Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.



Director of Human Resources

- Date Approved by the Director of Human Resources: 07/2001
- Date Class Title Added to the Listing of Classes & Salaries by the Board of Supervisors: 07/2001
- Date(s) Revised: 02/2003; 10/2018, 03/2019
- Class Code: 127100