



Career Service Authority

Animal Care Supervisor

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GENERAL STATEMENT OF CLASS DUTIES

Supervises/works as an Animal Care Attendant performing animal care duties assuring a high quality-level of animal care including, monitoring adequate/timely feeding of animals, notes any signs of illness/behavioral concerns, checking on adequate supplies, and ensuring the safety/cleanliness of work environment is maintained as the shelter protocols for all animals.

DISTINGUISHING CHARACTERISTICS

This is a working supervisory class. This class is distinguished from the Animal Care Attendant by its supervisory element. This class is also distinguished from the Zoo Area Supervisor, which supervises zookeepers/zoo commissary workers ensuring the safe care/feeding of zoo species and proper maintenance of their habitat including preparing special diets i.e. fruits/vegetables/meat/fish, cutting/combining food stuff, etc.,

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered and where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

First-line supervisory over Animal Care Attendants/volunteers.

ESSENTIAL DUTIES

In addition to performing the Animal Care Attendant job duties/responsibilities, performs the first-line supervisory supervising the Animal Care Attendants/volunteers working the Animal Care duties.

Supervises Animal Care Attendant(s)/volunteer(s) to ensure quality animal care is provided at all times and makes recommendations on areas that need improvement for quality/growth, ensures/provides guidance to staff for situations that requires immediate problem resolutions, and ensures the safety/cleanliness of work environment is maintained at all times.

Supervises daily job responsibilities of staff/volunteers, establishes/distributes work schedules to supervised staff/volunteers, checks their work and provides adequate feedback, plans training/development for staff/volunteers, administers immediate disciplinary action, communicates problems to the shelter management, and resolve their work issues. Provides shelter manager with input for Animal Care Attendants PEP and performance reviews.

Ensures overall maintenance and availability of supplies/inventory, monitors to ensure adequate/timely feeding of all animals, observes animals to ensure proper care and notes any signs of illness/behavioral problems, ensures timely stocking of food supply/cleaning supply bins as needed,.

Follows up on Animal Care Attendant(s) to ensure feed sheets/records/cleaning procedures and schedules are maintained. Provides/ensures constant humane care and handling of the animals, updates animal records, and observes/reports any kenneled animals health symptoms requiring medical attention.

Cleans/sanitizes animal kennels during morning/evening cleaning for disease control, conducts routine spot checks/cleaning throughout the day, maintains a clean/safe environment for the animals and the public at all times, maintains cleaning equipment to ensure proper functioning and safety for use, reports any damaged equipment, ensures compliance with OSHA and PACFA regulations is adhered to at all times.

Performs euthanasia on a regular rotating schedule and/or serves as a back up as needed. Monitors and records amounts of controlled substance used in compliance with DEA regulations and State Health Department requirements per shelter protocol.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledge & Skills:

Animal Care – Knowledge of the care and handling of animals, including feeding, controlling, restraining, and general health and injuries.

Integrity/Honesty – Contributes to maintaining the integrity of the organization displays high standards of ethical conduct and understand the impact of violating these standards on an organization, self, and others; is trustworthy.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit, works with others to achieve goals.

Problem Solving – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Organizational Awareness – Knows the organization's mission and functions, and how it's social, political, and technological systems works and operates effectively within them; this includes the program policies, procedures, rules and regulations of the organization.

Decision Making – Makes sound, well informed, and objective decisions and communicates to action.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Teaching Others – Helps others learn though formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks, acts as a mentor.

Customer Service – Works with those who receive the services to assess their needs, provide adequate information/assistance, resolve their problems and satisfy their expectations, and refer them to appropriate resources if necessary.

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy concerns, and politeness to others; develops and maintains effective relationships with others, etc.

Visual Identification – Accurately identifies people, animals, or objects based on knowledge of their characteristics.

Reading – Understands and interprets written material, including technical materials, rules, regulations, instructions, reports etc.

Writing – Recognizes or uses correct English grammar, punctuation and spelling; be able to communicate information in writing.

Oral Communication – Expresses information by making clear and convincing oral communications.

Hazardous Materials – Knowledge of hazardous materials and waste and their uses, interactions, dangers, production, handling, storage and disposal of hazardous materials.

Knowledge of supervisory principles to optimally supervise staff and volunteers.

Knowledge of safety hazards and necessary safety precautions and assures a safe working environment.

Knowledge of basic mathematics to be able to perform calculations needed in preparing animal foods i.e. numbers, etc.

Physical Demands:

Agility: Bends, stretches, twists, or reaches out with the body, arms, or legs.

Eye/Hand Coordination: Accurately coordinates one's eyes with one's fingers, wrist or arms to perform job related tasks.

Stamina: Exerts oneself physically over long periods of time without tiring.

Physical Strength: Exerts maximum muscle force to lift, push, pull, or carry objects, performs moderately laboring work.

Standing: Remaining on one's feet in an upright position.

Walking: Moving about on foot.

Carrying: Transporting an object, usually by hand, arm, or shoulder.

Stooping: Bending the body by bending spine at the waist.

Reaching: Extending the hand(s) and arm(s) in any direction.

Handling: Seizing, holding, grasping, or otherwise working with hand(s).

Fingering: Picking, pinching, or otherwise working with fingers.

Talking: Expressing or exchanging ideas by means of spoken words.

Hearing: Perceiving the nature of sounds by the ear.

Repetitive Motions: Making frequent movements with a part of the body.

Lifting: Raising or lowering an object 25-75 pounds.

Color Vision: Ability to distinguish different colors.

Working Environment:

Exposed to housekeeping/cleaning materials.

Subject to burn/cuts.

Exposed to cold weather conditions (indoor/outdoor).

Subject to many interruptions.

Exposed to odors in animal areas.

Exposed to noise from barking dogs.

Exposed to wet working conditions (cleaning kennels).

Subject to bites and scratches from animals.

Education Requirement:

Graduation from high school or possession of a GED certificate desired.

Experience Requirement:

One year experience working with animals.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement.

Licensure and/or Certification:

Possession of a valid Colorado class "R" Drivers License.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 04/06/2008

ESTABLISHED BY: Hameed Pousti

REVISED DATE:

REVISED BY:

CLASS HISTORY: This is a new class.