



Career Service Authority

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Animal Control Investigator Supervisor

GENERAL STATEMENT OF CLASS DUTIES

Supervises the work of Animal Control Investigators performing receiving/dispatching/responding to complaints regarding inappropriate animal behavior, enforces rabies vaccination, licensing and dog leash laws; performs euthanasia. Collects, impounds and cares for animals.

DISTINGUISHING CHARACTERISTICS

This class performs tactical (hands on) functions and is distinguished from the Animal Control Investigator by the element of supervision. This class is distinguished from the Animal Care Supervisor which 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. The Animal Control Investigator Supervisor 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 administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

Interpersonal Communications and Purpose:

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

Level of Supervision Exercised:

Supervises two or more full times employees who do not supervise.

ESSENTIAL DUTIES

Supervises the work of Animal Control Investigators performing receiving/dispatching/responding to complaints regarding inappropriate animal behavior, enforces rabies vaccination, licensing and dog leash laws; performs euthanasia. Collects, impounds and cares for animals.

Plans, schedules, coordinate, and assign work and establish goals and priorities for subordinate employees.

Supervises the issuance of legal summonses to leash law violators and owners of unvaccinated dogs.

Testifies in court on law violations involving animals.

Maintains detailed daily reports of control activities and animal inspections.

Supervises the maintenance and repair of pound facilities and equipment.

Develops the performance evaluation program for functions within the unit, monitors and documents employee performance provides ongoing feedback regarding levels of performance and formally evaluates employees in relation to performance.

Implements safety standards and develops procedures to ensure compliance.

Implements and interprets policies and procedures developed by higher level managers or supervisors.

Assists in developing, recommending and coordinating the implementation of new procedures for the assigned functions or unit.

Investigates complaints of air pollution.

Initiates and recommends disciplinary action for employees as necessary.

Receives formal and informal grievances and conducts preliminary discussions for settlement when necessary.

Plans and develops training programs and trains new employees.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Oral Communication – Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others, and facilitates an open exchange of ideas.

Problem Solving – Identifies and analyzes problems, uses sound reasoning to arrive at conclusions, finds alternative solutions to complex problems, distinguishes between relevant and irrelevant information to make logical judgments.

Written Communication – Expresses facts and ideas in writing in a succinct and organized manner.

Leadership – Inspires, motivates, guides others toward goals, coaches, mentors, challenges staff, adapts leadership styles to various situations, models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

Decisiveness – Makes sound and well informed decisions, perceives the impact and implications of decisions, and commits to action, even in uncertain situations, in order to accomplish organizational goals, causes change.

Flexibility – Is open to change and new information adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles, effectively deals with pressure and ambiguity.

Interpersonal Skills – Considers and responds appropriately to the needs, feelings and capabilities of others, adjusts approaches to suit different people and situations.

Self Direction – Demonstrates belief in own abilities and ideas, is self motivated and results oriented, recognizes own strengths and weaknesses, seeks feedback from others and opportunities for self learning and development.

Human Resources Management – Empowers staff by sharing power and authority, develops lower levels of leadership, pushing authority down and out throughout the organization, shares rewards with staff, ensures staff are properly selected, used, appraised, and developed, and are treated fairly.

Influencing/Negotiating – Persuades others, develops networks and coalitions, gains cooperation from others to obtain information and accomplishes goals, negotiates to find mutually acceptable solutions, build consensus through give and take.

Team Building – Manages group processes, encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, works with others to achieve goals.

Creative Thinking – Develops new insights into situations and applies innovative solutions to make organizational improvements, designs and implements new or cutting edge programs/processes.

Technical Competence – Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise, maintains credibility with others on technical matters.

Conflict Management – Manages and resolves conflicts, confrontations, and disagreements in a positive and constructive manner to minimize negative personal impact.

Vision – Envisions a long term view and initiates organizational change for the future, builds the vision with others, spots opportunities to move the organization toward the vision.

Planning & Evaluating – Determines objectives and strategies, coordinates with other parts of the organization to accomplish goals, monitors and evaluates the progress and outcomes of operational plans, anticipates potential threats or opportunities.

Managing Diverse Workforce – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce, manages workforce diversity.

Knowledge of pound facility conditions sufficient to be able to supervise maintenance and repair of facilities and equipment.

Knowledge of safety practices and precautions sufficient to be able to supervise, train, and provide safety instructions to subordinates and others and to recognize and correct hazardous situations.

Knowledge of toxins and pollutants common to air pollution sufficient to be able to investigate complaints.

Physical Demands:

Walking: moving about on foot.

Lifting: raising or lowering an object from one level to another.

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

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

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Lifting: Raising or lowering an object 25-50 pounds.

Working Environment:

Extreme Cold: temperature cold enough to cause marked bodily discomfort.

Extreme Heat: temperature hot enough to cause marked bodily discomfort.

Temperature Changes: variations in temperature from hot to cold.

Wet: frequent contact with water or other liquid.

Hazards: conditions where there is danger to life, body, and/or health.

Handles emergency or crisis situations.

Pressure due to multiple calls and inquiries.

Subject to varying and unpredictable situations.

Education Requirement:

Graduation from high school or possession of a GED Certificate required.

Experience Requirement:

Two years of experience in the impoundment and custody of animals.

Education/Experience Equivalency:

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

Licensure and/or Certification:

By position, possession of a valid driver's license at the time of application. Possession of a valid Colorado Class "R" driver's license prior to the end of probation.

Completion of a Career Service Authority supervisory training course prior to completion of the probationary period.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Monika S. MacRossie

REVISED DATE: 07/19/2009

REVISED BY: Hameed Pousti

CLASS HISTORY 09/1995 - The class was originally created.
03/2009 – Class specification was placed into new format.
07/2009 – Class spec was updated.