

Career Service Authority

Senior Animal Control Supervisor

Revised Date	3/16/2000
Revised By	Don Braden
EEOC Code	1 Officials and Administrators
FLSA Code	Exempt
Est. Date	9/16/95

General Statement of Duties

This is supervisory work directing Animal Control Supervisors and monitoring compliance with the regulatory, training and legal environment for which the Denver Municipal Animal Shelter is responsible.

Job Responsibilities and Knowledge, Skill and Ability Requirements

1. Supervises Animal Control Supervisors responsible for the field work and impoundment activities of the Denver Municipal Animal Shelter.
 - *Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.*
 - *Knowledge of animal shelter operations and practices sufficient to be able to supervise the activities of a shelter.*
2. Develops and monitors work teams or units and assigns staff to efficiently and effectively accomplish the division's goals and objectives.
 - *Skill in analyzing work functions and developing methodologies to ensure effective and efficient completion of the work assignment.*
3. Determines the priorities, goals and objectives of the division or work functions assigned.

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- 4. Directs the development of performance evaluation standards for functions managed within the guidelines set by management. Formally evaluates the work of directly subordinate supervisors and/or staff.
 - *Knowledge of supervisory principles and practices sufficient to be able to establish and implement subordinates' performance evaluation programs.*
- 5. Initiates disciplinary action for employees when necessary and assists lower level supervisors with discipline problems as needed.
 - *Knowledge of supervisory principles and practices sufficient to be able to determine the most appropriate course of action in handling grievances and discipline for subordinate staff.*
- 6. Develops and ensures the implementation of staff training and development programs which provide opportunities for individual employee growth, continuity of work flow during employee absences and long range development of employees.
 - *Knowledge of employee development principles and practices sufficient to be able to ensure the long range success of the organization by incorporating cross training, delegation, mentoring, job specific training, and other principles into the daily work of the organization.*
- 7. Implements and interprets policies and procedures developed by higher level managers. Develops, recommends and coordinates the implementation of new procedures for the assigned function.
 - *Skill in developing and implementing policies and procedures related to the work assignment.*
- 8. Enforces compliance with animal shelter rules and regulations, responds to variance inspections, and ensures the accuracy of courtroom testimony on law violations involving animals.
 - *Skill in ensuring compliance with federal and state regulations.*
 - *Knowledge of animal shelter operations and practices sufficient to be able supervise the activities of a shelter.*

- *Skill in establishing and maintaining effective working relationships with employees, various representatives of public or private entities, policy making bodies, and the public.*
9. Investigates complaints from the public, including pitbull and bite cases.
- *Skill in conducting investigations to ensure compliance with appropriate rules and regulations.*
 - *Skill in establishing and maintaining effective working relationships with employees, various representatives of public or private entities, policy making bodies, and the public.*
 - *Skill in utilizing the principles and practices of effective and persuasive communication to elicit information, negotiate problem resolution, and/or garner support for various programs or policies.*
10. Maintains statistical reports.
- *Skill in maintaining and organizing files, records and documents.*
11. Assists in the administration of volunteer programs for the animal shelter.
- *Knowledge of effective management skills sufficient to be able to direct special programs within the agency.*
12. Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed. However, the allocation of positions to this class will be determined by the amount of time spent in performing the primary duties listed above.
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Job Requirements

Level of Supervision

Supervises two or more first level supervisors.

Guidance and Decision Making

Guidelines are generally in the form of stated objectives only, with issues and factors largely undefined. Requires creativity and ingenuity in devising criteria, techniques, and

methodologies for approaching previously unexplored or unresolved problems or situations. Work assignment is generally unstructured and employee is responsible for supervising a variety of units involved in complex and nonstandardized tasks in which several projects may be pursued concurrently. Duties performed involve many factors to be evaluated and weighed, requiring a high degree of analytical ability, judgment, and decision making. Work may be reviewed for soundness of judgment and conclusions by an agency manager.

Interpersonal Communications

Contacts of a nonprescribed nature involving the negotiation and resolution of nonroutine problems encountered and where exceptional degrees of discretion and judgment are required in carrying out the programs and policies of the organization.

Physical Demands

Walking: moving about on foot.
Reaching: extending the hand(s) and arm(s) in any direction.
Handling: seizing, holding, grasping, or otherwise working with hands.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Eye/hand/foot coordination: performing work through using two or more.

Vision Requirements

Near Acuity: ability to see clearly at 20 inches or less.

Mental Demands

Mathematical Reasoning
Oral Comprehension
Written Comprehension

Working Conditions

Exposed to infection from disease-bearing specimens
Handles absentee replacement on short notice
Subject to long irregular hours
Subject to many interruptions

Minimum Education

Baccalaureate Degree in Business Administration, Public Administration, Political Science, Human Resources Management or related field.

Minimum Experience

Three years of administrative or professional experience working in an animal shelter.

Equivalency

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.