



CLASSIFICATION NO. 177

Established: 1/93

Revised: 12/07, 6/14, 8/15

FLSA: Exempt

EEO: 1

## **ANIMAL SERVICES MANAGER**

### **CLASS CHARACTERISTICS**

Under general direction, to plan, organize and manage the activities and personnel of the County's dog services program; and to do other work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Dog Services Division administers the County's animal control program to enforce State and County laws and regulations governing the care, control, impounding, protection, licensing and disposal of animals. The Division also operates and maintains the County's animal shelter which houses stray and abandoned dogs.

The Animal Services Manager administers and manages activities of the dog services program and is responsible for the full operation and maintenance of the County's animal shelter. The incumbent directs and oversees the processing of investigations, adoptions, disposition of animals, community and donor outreach, and recruitment and training of volunteers.

The Animal Services Manager differs from the Animal Shelter Supervisor that supervises and oversees the day to day operations of the County's animal shelter. It also differs from the Animal Control Field Supervisor which oversees the day to day operations of the field enforcement section.

### **TYPICAL TASKS**

Duties may include but are not limited to the following:

1. Plans, coordinates and implements dog services programs and activities; develops short and long term goals, objectives, policies and procedures; provides administrative and technical assistance to Department Director and County Administrator; oversees the maintenance and operation of division facilities and equipment.
2. Hires and supervises animal care, field enforcement, service, maintenance, and clerical staff and volunteers to provide quality service to citizens and County staff; prepares performance evaluations; recommends and administers progressive discipline; conducts and/or facilitates staff training and development programs; promotes cooperative team efforts among staff and with other County departments.
3. Develops and administers annual and supplemental budgets; presents budget proposals to division and department heads; monitors revenues and expenditures.
4. Oversees the preparation and implementation of County ordinances; coordinates development of ordinances with other sections; facilitates citizen involvement; ensures

ordinances comply with statutes and procedures; supports and participates in local, regional and state legislative efforts.

5. Conducts public relations and education activities to promote the adoption, redemption, licensing and proper care of dogs; makes presentations to County and/or community groups; responds to citizen complaints against agency; works with all media including newspaper, radio, television, social media and County communications; develops and retains donors.
6. Prepares and maintains reports and records; researches, compiles and analyzes statistics and other information; develops and revises forms; oversees and maintains computerized data base.
7. Participates as a member of the Clackamas Dogs Foundation Board of Directors and provides staff support as needed; coordinates meeting schedules, agendas and materials; records minutes; develops and writes staff reports.
8. Testifies in court regarding violations; inspects and documents kennel operations; performs field investigations as needed.
9. Coordinates with other regional animal services providers to ensure seamless disaster planning and response activities, and day to day operational coordination and cooperation.

### **REQUIRED KNOWLEDGE AND SKILLS**

Thorough knowledge of: Principles, methods and techniques of effective administration, including personnel utilization and administration, budgeting, accounting and office management; principles and techniques of public and media relations; animal regulations, laws, ordinances, policies, procedures and operations; principles and practices of supervision, training and personnel management; principles and practices of the care, health, training and behavior of animals; methods, principles, techniques, materials and equipment used in providing animal services; record keeping and database management techniques; donor development and retention.

Working knowledge of: Participative management theories; standard office equipment, including computer systems and software programs such as word processing and spreadsheets; principles and practices of social media.

Skill to: Interpret and enforce dog control laws; manage professional services contracts; evaluate program requirements and initiate program management decisions; plan, supervise and evaluate the work of assigned staff; track and maintain statistics regarding service calls/investigations and dog licenses; direct staff in continuous efforts to improve quality, productivity and effectiveness; incorporate team participation in decision making; respond to changes desired by citizens and County; establish and maintain effective working relationships with County divisions, law enforcement agencies, civic and community organizations, veterinarians and the public; maintain an active volunteer program; communicate effectively, both orally and in writing; compile and analyze data and develop recommendations.

### **WORKING CONDITIONS**

May be required to participate in 24 hours/day and/or emergency program services.

## **MINIMUM QUALIFICATIONS**

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

**Experience:** A minimum of five (5) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

**Licenses/Certifications:** None Required.

## **PRE-EMPLOYMENT REQUIREMENTS**

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license, and possess and maintain an acceptable driving record throughout the course of employment.