



## CLASS SPECIFICATION

Class Code: 60019181  
Date Established: 07/2022  
Last Reviewed: 09/2022  
Last Revised: 09/2022  
Last Title Change:  
FLSA: non-exempt  
Probation: 12 Months

### ANIMAL SERVICES FIELD MANAGER

#### **DEFINITION**

Under general direction, plans, coordinates and supervises the daily operations of field and dispatch programs within Regional Animal Services; and performs related work as required.

#### **EXPERIENCE AND TRAINING REQUIREMENTS**

A bachelor's degree from an accredited college or university with a major in business or public administration, veterinary medicine, criminal justice, animal or life science, or a closely related field AND three years of full-time supervisory experience in an animal control environment; OR four years of supervisory experience in the enforcement of local, state, or federal codes/laws; OR an equivalent combination of training and experience.

#### **LICENSE OR CERTIFICATES**

A valid driver's license is required at the time of appointment.

Possession of, or ability to obtain, a valid certification as a euthanasia technician is required within one year of appointment.

Possession of, or ability to obtain, a valid pharmacy certificate/controlled substance license is required within one year of appointment.

Chemical Capture Certificate is required within one year of appointment.

#### **SUPERVISION EXERCISED**

Exercises direct supervision over field and support staff.

**EXAMPLES OF DUTIES** *(The following is used as a partial description and is not restrictive as to duties required.)*

Plan, organize, administer, and evaluate the day-to-day activities of Regional Animal Services field and dispatch operations and all related activities to ensure maximum service delivery to the public.

Develop and recommend new or revised animal services field and dispatch programs, policies, goals, and objectives to ensure the highest level of efficiency and customer satisfaction.

Conduct a variety of special studies and research projects including staffing and operational studies and projects; gather and analyze trends and data; prepare necessary records and statistical reports on projects and activities; develop and maintain handbook and procedural manuals.

Perform centralized oversight of complex investigations and animal related emergency services; identify and implement necessary training and available resources to the animal services field staff for increasingly complex cases.

Evaluate workflow by reviewing statistics, productivity measures, and performance goals; implement operational improvements based on workflow analysis.

Supervise assigned staff which includes staff selection; providing training in proper work methods and procedures; providing professional development, coaching, and mentoring; engaging in workforce planning; writing performance evaluations; implementing discipline and conflict resolution procedures when necessary; and assigning, scheduling, and reviewing work to ensure accuracy and compliance with applicable standards.

Interpret and apply provisions of the County Code, NRS, and other policies, ordinances, and laws applicable to the care and handling of animals.

May perform any of the Examples of Duties found on the Animal Services Field Supervisor and Animal Services Dispatch Supervisor job class specification.

Serve as emergency response liaison between Regional Animal Services and other first responders; ensure staff are trained in emergency response protocols; effectively manage available resources during an emergency.

Represent Regional Animal Services in meetings with community organizations and internal and external stakeholders.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner that does not expose them or others to unnecessary harm or risk of on-the-job injury.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

#### **Knowledge of:**

Washoe County Regional Animal Services policies and procedures.

County ordinances and State laws, and regulations governing impounding, care, quarantine, treatment and euthanasia of animals.

Basic non-emergency dispatch procedures utilizing in-house software program.

Geography of the County.

Techniques and methods of data collection, record keeping, and statistical reporting.

Principles and practices of budgets and accounting.

Incident Command Systems and emergency operation procedures.

Community outreach, engagement, and organizing practices and techniques.

#### **Ability to:**

Respond to requests and inquiries from the public and other agency personnel regarding animal regulations and concerns.

Manage the most complex animal related investigations and cruelty cases.

Provide court testimony regarding animal control issues.

Operate a non-emergency multi-line dispatch base station.

Supervise personnel, including training, assigning, and reviewing work, administering discipline and conducting performance evaluations.

Identify problems, research alternatives, identify and implement solutions, and develop and implement proposals for changes to programs, procedures and/or policies to improve efficiency, cost effectiveness and compliance with regulations

Exercise good judgment and de-escalation techniques in handling potentially hostile or emotionally sensitive situations involving animals.

Evaluate productivity and workflow to determine their effectiveness in meeting goals and objectives and develop, recommend and implement operational improvements.

Develop trusting and positive working relationships with members of the community and community organizations as well as internal and external stakeholders.

Effectively represent the Regional Animal Services in communications with the public, community organizations, and other governmental agencies.

Interpret, apply, and explain pertinent laws, statutes, codes, regulations, and standards including administrative and departmental policies and procedures.

Understand the organization and operation of the County and outside agencies as necessary to assume assigned responsibilities.

Operate office equipment and software unique to the department.

**Entry Level** *(Applicants will be screened for possession of these through written, oral, performance or other evaluation methods.)*

**Knowledge of:**

Principles and practices of management, organization, supervision, and training.

Public relations and communications practices.

Basic understanding of radio procedures and computer equipment.

Feeding and general care of various breeds of dogs and cats and other domestic animals.

Common diseases of animals, including their symptoms and treatment.

Habits and characteristics of animals.

Basic methods of animal capture, restraint and euthanasia procedures.

Basic mathematical principles.

Proper English usage, spelling, vocabulary, grammar, and punctuation.

**Ability to:**

Receive, prioritize, and handle radio and telephone transmissions properly, rapidly, efficiently, and effectively.

Analyze situations and make sound decisions and adopt effective course of action in both routine and non-routine situations.

Perform animal control and law enforcement functions as related to animals.

Read and interpret pertinent laws, codes, and regulations related to the services provided by Regional Animal Services.

Research, compile, tabulate, interpret and analyze data and information, including statistical analysis

Interact effectively and sensitively with individuals from diverse backgrounds; effectively communicate with and elicit information from upset and irate citizens and staff members; speak clearly and distinctly in a well-modulated voice.

Exercise good judgment and emotional control in handling potentially hostile individuals and difficult situations.

Communicate clearly and concisely, both orally and in writing and tailor communication to meet the needs of the intended audience.

Operate office equipment, dispatch base station and multi-line phone system.

Perform mathematical computations quickly and accurately.

Operate a personal computer and a variety of software packages.

Maintain confidentiality of data and information.

Establish, maintain, and foster positive and harmonious working relationships with all those contacted in the course of work.

**SPECIAL REQUIREMENTS** *(Essential duties require the following physical skills and work environment.)*

Ability to sit for extended periods. Ability to use office equipment including computers, telephones, calculators, copiers, and FAX. Work is performed in office, outdoor and driving environments. Ability to work in varying temperatures; ability to work under conditions involving exposure to dust, gases, and chemicals. Exposure to animals with rabies and other diseases.

All Washoe County Animal Service employees are considered disaster services employees when ordered to assist during a disaster. This position may require on call assignment.

Incumbents may work irregular hours, weekends, holidays, or evenings.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*