

Code: 3418

Title: ANIMAL CARE ENFORCEMENT OPERATIONS MANAGER

SUMMARY: Plans, organizes and manages operational functions for enforcement activities within Animal Care, to include enforcement, administrative/clerical support, dispatch, procurement of supplies and services and equipment/vehicle maintenance support.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor)

Plans, organizes and manages animal care enforcement operations;
Manages the requisition, procurement, inventory, employment and/or use, maintenance and operator-training of vehicles, materials, tools and equipment needed for animal care enforcement, investigation and dispatch operations;
Oversees, selects and monitors outside contractors providing goods and services to animal care enforcement activities;
Manages, selects, trains, evaluates and schedules professional, paraprofessional and clerical staff performing enforcement dispatch, administrative and clerical support;
Oversees the processing of civil cases and clerical/administrative support activities to enforcement activities;
Establishes, revises and implements work unit policies and procedures;
Addresses questions and other requests and investigates and resolves complaints from animal care staff, outside agencies and departments and the public involving animal care laws, ordinances, policies and procedures;
Prepares and submits detailed reports regarding unit work production including statistical implementation status and projected training and administrative needs;
Plans, designs, procures and distributes educational and outreach materials regarding animal care laws, rules, regulations and related enforcement issues;
Serves as Custodian of Animal Care records, enforcement case files and related legal and administrative records;
Responds to media inquiries on Animal Care activities, to include preparation and release of press releases;
Represents enforcement on various committees and working groups;
May act in the capacity of the Animal Care Manager in the absence of the same;
May testify in court on cases pertaining to animal care/enforcement issues.

KNOWLEDGE & SKILLS:

Knowledge of:

- principles and practices of animal care and control;
- principles and practices of business administration, to include contract management, purchasing and employee relations;
- principles and practices of public relations;
- principles and techniques for the creation and maintenance of manual and computer-based record keeping and report preparation;
- principles and practices of supervision and management;
- state, county and city laws and ordinances relative to assigned duties;
- principles and practices of effective employee supervision, training and evaluation;
- design and maintenance of computer-based databases;
- web-site/web-page design and maintenance;
- design and procurement of public information materials.

Skill in:

- supervision, training and evaluation of staff;
- planning, organizing and managing animal operational enforcement and dispatch activities;
- public relations, public speaking and meeting facilitation;
- communicating effectively, orally and in writing;
- interpreting, applying and explaining animal care principles, practices, laws and ordinances;
- compiling and analyzing data, preparing and submitting detailed and accurate analytical reports, and establishing/maintaining manual and computer-based records;
- establishing and maintaining effective working relationships with the public, co-workers ;
- use of computer-based information systems and computer software products for storing and tracking data, report generation, presentation design and publishing, to include databases, word-processing publishing, presentation software and electronic mail.

MINIMUM QUALIFICATIONS:

EITHER:

1) Four years of experience in law enforcement investigations, animal control enforcement or animal care and two years of supervisory or program coordinator experience in law enforcement, animal control or animal care. [Supervisory/program coordinator experience may be concurrent with general experience requirement]

OR:

2) Five years of experience conducting criminal investigations, enforcing state or local statutes and laws or enforcing animal care laws and ordinances including two years in a supervisory capacity (30 semester hours or 60 quarter hours of college-level course work in veterinary or animal science from an accredited college or vocational school may be substituted for one year of the aforementioned experience).

OTHER REQUIREMENTS:

Licenses and Certificates: Possession of a valid Class D Arizona driver's license is required at the time of appointment. This license must be maintained as a condition of employment, due to need to operate assigned County vehicles for fieldwork. Failure to maintain current licensure shall be grounds for termination.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.