

## **ANIMAL SHELTER MANAGER**

### **DEFINITION OF WORK**

Employee performs supervisory and coordinative work in the handling and care of all animals brought into the County's animal shelter. An employee in this class is responsible for directing the activities of the animal shelter program, supervising and training of all volunteer and permanent shelter staff, and ensuring continuity of service between the shelter operations, enforcement, and administration. Work includes resolving any scheduling conflicts; ensuring the safety of all staff; answering questions regarding any animal's well being or resolutions of any conflict; ensuring sheltering of all incoming animals is completed in a professional and safe manner and when necessary, disposing of animals while encouraging adoption or fostering. Tact and courtesy are required in explaining animal control laws to animal owners and the general public. Work is performed in accordance with County and State laws governing animal control and requires independent judgment and initiative in application of the laws. Employee receives general supervision from the Animal Control Director regarding coordinating daily activities and difficult to handle situations.

### **EXAMPLES OF WORK**

Employee manages and directs the operations of the County Animal Shelter. Employee is a member of the management team and is responsible for participating in long and short term planning, problem resolution, recommending budgetary needs, and performing the human resource functions for supervised staff to include interviewing, performance evaluation, and discipline. Work involves ensuring the animal shelter is maintained in a clean and safe condition, feeding, handling, and providing custodial care to animals in the shelter and assisting the general public in claiming and adopting animals. Employee also is responsible for preparing and maintaining various records pertaining to animal identification, animal populations, animal claims and adoptions, etc. as well as extensive public contact answering telephones and responding to routine inquiries or requests for services. Employee ensures animal confinement areas are cleaned and maintained in a sanitary manner; feeds and waters confined animals; makes routine inspections of animals and their cages to monitor health, safety, cleanliness of cages; answers telephone and greets visitors; receives inquiries and provides information or refers inquiries to appropriate personnel; assists interested parties in claiming or adopting confined animals, prepares and maintains records; assists in public adoption and Rabies Notification events; files and retrieves materials as requested or as otherwise necessary; maintains a daily medication administration log and is responsible for the security of all pharmaceuticals; assists Animal Control Officers in transporting large, injured, and aggressive animals; performs and/or assists in euthanasia of unadoptable or diseased animals, and decapitation of animals for the purpose of rabies testing. Employee may be required to perform weekend and after hours on-call work. Work is supervised by observation of work, conferences and annual evaluations. Employee performs related work as required.

### **EMPLOYMENT STANDARDS**

#### **Education and Experience:**

Graduation from a two-year college or university with a degree in animal science or veterinarian technology and two years of experience as a Veterinarian Technician with supervisory experience; or an equivalent combination of education and experience.

**Knowledge, Skills, and Abilities:**

Considerable knowledge of State laws and local ordinances relating to rabies, animal control, and confinement of animals; considerable knowledge of animal husbandry and the methods of safely handling animals; considerable knowledge of breeds of animals to aid in identification of lost pets and to know temperament of various breeds; considerable knowledge of modern office practices and procedures; considerable knowledge of the pharmaceuticals related to an animal control program; ability to supervise and communicate effectively with co-workers; ability to communicate effectively with the public, exercising tact, courtesy and firmness when dealing with animal owners, staff, and the general public; ability to maintain accurate records and reports concerning animals; ability to euthanize and dispose of animals; ability to deal constructively and tactfully with the public and to maintain composure in stressful situations; ability to maintain and review accurate reports, to develop legal citations and warnings, and to testify in court when necessary; ability to deal tactfully and be courteous to all County citizens; ability to supervise and train others; ability to operate a motor vehicle.

**SPECIAL REQUIREMENTS**

Training and certification as required by the County such as training and certification for euthanizing animals in a humane and legal way. Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

**ADA REQUIREMENTS**

Employee is subject to the usual hazards of animal control and sheltering work. Employee may also be exposed to bloodborne pathogens, is subject to the OSHA rules and regulations, considered in a safety sensitive position, and may be required to work in close quarters. Work may subject employee to compliance with final OSHA standards on bloodborne pathogens.

**PHYSICAL REQUIREMENTS**

Must be able to physically perform the basic life functions of balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, grasping, talking, and hearing.

Must be able to perform medium heavy work exerting up to 100 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or 10-20 pounds of force constantly to move objects.

Must possess the visual acuity to use a computer terminal to prepare records, operate equipment, and distinguish details and differences when observing breeds and colors of animals.