

## **ANIMAL CENTER MANAGER**

### **MAJOR FUNCTION**

This is a management and administrative position which organizes and manages all the activities of the County's Animal Center, Public Spay/Neuter programs, Mobile Spay/Neuter clinics, personnel and operations.

### **ESSENTIAL FUNCTIONS**

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the work load.

- Organizes and assigns daily activities relating to animal care and the operations of the County's Animal Center, Public Spay/Neuter programs and the Mobile Spay/Neuter clinics.
- Monitors and assists in preparation of department budget, revenues, expenses, and prepares special reports as required.
- Acts as Department Director in his/her absence.
- Develops policies, procedures, and priorities to meet established goals.
- Develops supervisory and technician after-hour schedules and reviews work of subordinates for completeness, accuracy, and compliance with departmental objectives.
- Attends conferences, public hearings, professional meetings, which may be held outside the normal workday.
- Administers the preparation of memorandum and correspondence pertaining to any aspect of the Animal Center.
- Conducts special studies when instructed by Department Director, Bureau Chief, County Administrator or the Commission.
- Reviews and approves all timesheets and activity reports.
- Determines allocation, utilization, promotion and discipline as needed.
- Evaluates personnel on performance, observance of rules and regulations, public contact and conduct.
- Provides a positive example for subordinate staff regarding work ethic, attitude, professional ethics, and knowledge of the policies, interpersonal interactions, and mutual respect.
- Encourages and facilitates professional development and leadership capabilities of division staff.
- Designs and administers questionnaires for new employee interviews.

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- Anticipates and solves problems facing the division, staff, administration and customers that result from or are affected by the operation of the division.
- Responds during the work day, after hours and on weekends for management assistance as needed.
- Collaborates with Animal Control Management to meet organizational goals and requirements.
- Assists Department Director with perpetual compliance and preparedness for essential emergency services.

### **SECONDARY FUNCTIONS**

- Performs other duties and tasks as assigned.
- During natural or man-made disasters, may perform duties as agent for Emergency Support Function 17 (ESF-17) during such disasters.
- May perform as an Animal Care Technician or Staff Assistant as needed.

### **CUSTOMER SERVICE**

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.

### **SUPERVISION**

Direct supervision of employees and indirect supervision of staff who may report to other supervisors or managers. Responsibilities include assigning, directing, promoting, disciplining, evaluating, and reviewing work of subordinate employees. Shall also be responsible for planning, scheduling and coordinating work operations.

### **EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS**

#### **Education and Experience**

Associate's degree (A.A.) or equivalent from two-year college or technical school, and four years related experience and training in management, field and shelter operations; or combination of education and experience.

#### **Licenses**

Possession of a valid Florida Drivers License.

### **JOB SKILLS**

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To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

### **Language Skills**

- Ability to read, analyze, and interpret technical journals, financial reports and legal documents.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to write speeches and articles for publication that conform to prescribed style and format.
- Ability to effectively present information to public groups and/or boards.

### **Mathematical Skills**

- Ability to maintain statistics.
- Ability to calculate figures and amounts such as discounts, proportions, percentages, area circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.

### **Problem Solving Abilities**

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions in written, oral, diagram, or schedule form.
- Interprets complex and detailed technical data.
- Participates in development of policy, programs, plans, or procedures.
- Studies manual work process to determine most effective methods as essential tasks.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.

### **Specialized Skills and Abilities**

- Considerable independent judgment.
- Ability to resolve customer and staff matters and concerns.
- Knowledge of the principles and practices of public administration.
- Ability to perform research and analyze statistics and other related data.
- Ability to read and interpret codes, ordinances, policies, procedures, rules and regulations.

## **ANIMAL CENTER MANAGER**

- Thorough knowledge of Marion County codes and ordinances related to Animal Control issues.
- Knowledge of federal, state and local regulatory requirements applicable to animal shelter and veterinary clinic operations.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

### **MACHINES AND EQUIPMENT**

This employee will be required to operate a computer, calculator, telephone, fax machine, copy machine, and other general office equipment, as well as drive a vehicle in the completion of the tasks of the position.

### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee will occasionally be required to use hands to finger, handle or feel, reach with hands and arms, and lift up to twenty-five pounds; will regularly be required to stand, walk, and sit; and will frequently be required to talk and hear. Special vision requirements include close vision and the ability to adjust focus to bring an object into sharp focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will occasionally be required to with fumes or airborne particles and toxic or caustic chemicals and may be required to work in wet or humid conditions, in outdoor weather conditions, and to be exposed fumes or airborne particles. The noise level will be loud.

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