

MAJOR FUNCTION

This is a specialized professional role that includes field and office work involving advanced technical, investigative, administrative, educational, training and supervisory duties in the Animal Control Division with a focus on code compliance, humane education, and public safety. An employee assigned to a position in this class provides specialized animal control enforcement, project coordination and public education and engagement. Incumbent oversees and coordinates the day-to-day operations of the Animal Control division while providing training and supervision to subordinate employees. Work is performed with considerable independent judgment and discretion under the general supervision of the Animal Services Assistant Manager. Performance is evaluated based on oral and written reports and observation of results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Supervises animal control activities in the City through delegation to staff, checks procedures followed, screens reports for accuracy, and reports problems to department director. Assists in tactical and strategic planning for the work unit. Oversees the collection and management of data, the dispatching and distribution of service calls to officers in the field, evidence collection and maintaining comprehensive records of all activities to ensure compliance with legal and departmental standards. Provides supervision, technical advice and assistance to subordinate officers involved in field investigations, rabies prevention, humane treatment of animals, regulatory code compliance and enforcement work. Assists management with special projects. Ensures proper completion of all paperwork, reports, citations, etc., submitted by field personnel. Trains supervised staff in program procedures, state laws, local ordinance, and Florida Administrative Code mandates. Provides verbal and written information to citizens regarding policies, procedures, related laws, rabies control, animal welfare, public records and complaint resolution. Develops and implements new programs, policies, procedures and concepts designed to improve Animal Services field programs. Coordinates adequate staff coverage and implements schedules to ensure service delivery during normal business hours as well as after-hours and weekends for related emergencies. Ensures staff are trained to interpret City and State codes, to educate the public, and to issue citations in the safest, most effective and efficient way possible. Works with external consultants in implementing training and organizational development programs. Serves as liaison to Tallahassee Police Department Criminal Investigations Division to review animal cruelty cases and make recommendations for possible criminal prosecution. Recommends the hiring, transfer, advancement, discipline, grievance resolution and discharge of staff. Conducts performance evaluations and recommends approval or denial of merit increases. Performs related work as required.

Other Important Duties

Represents Animal Services on the Animal Crimes Task Force. Coordinates with community partners to ensure regular scheduling of an approved Responsible Pet Ownership course. May perform as animal control officer as need dictates. Performs essential personnel duties during emergency response. May work in on-call status. Performs related duties as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of approved principles and practices of animal control enforcement techniques. Considerable knowledge of laws and ordinances governing animal control programs. Considerable knowledge of the procedures regarding humane animal apprehension and impoundment. Knowledge of modern supervisory techniques. Knowledge of court procedures, enforcement practices, and the ability to confer this knowledge to others. Knowledge of the safe and

efficient use of assigned equipment. Ability to communicate clearly and concisely verbally and in writing. Ability to supervise the work of subordinates in a manner conducive to full performance and high morale. Ability to enforce the local animal control ordinance and explain regulations to the public with tact, courtesy, firmness and impartiality. Skill in the use of personal computers and the associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in criminal justice, animal science, business, public administration or one of the social sciences or a related field and four years of technical, staff or administrative, experience in animal control, animal services, law enforcement, or code enforcement, or an equivalent combination of training and experience. Two years of the required experience must have been in a supervisory capacity.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of employment.

Must possess Florida Animal Control Officer, Euthanasia, and Chemical Immobilization certifications or obtain same within one year of employment. Must possess or obtain 120-hour Animal Cruelty Investigator certification within two years of employment.

Established: 11-05 96
Revised: 02-12-98
08-19-02
12-11-02
10-02-03*
12-15-03
03-10-04
11-15-04
04-05-06
04-27-09*
03-25-25

