



### **ANIMAL CARE AND CONTROL MANAGER**

**Salary:** \$5,408.00/monthly – \$7,832.00/monthly  
(The compensation structure is currently under review)

The Town of Yucca Valley (pop. 22,000) is the gateway to Joshua Tree National Park and serves as the economic hub for the Morongo Basin. Located in semi-rural Southern California 30 minutes north of Palm Springs, the Town's base elevation of 3,300 feet provides for cooler temperatures, beautiful night skies, clean air and a friendly small-town feel.

In anticipation of an upcoming retirement, the Town is pleased to announce a unique career opportunity for an Animal Care and Control Manager. This working position will be assuming responsibility for providing animal control services for the Town as well as managing shelter operations for the Town. The Town also provides animal shelter services for the County under a contract arrangement, and does so within a newly constructed animal shelter facility.

The ideal candidate will have a Bachelor Degree in healthcare, public administration, business administration, or a related field is highly desired. At least five (5) years of progressively responsible experience in animal services environments, including at least five (5) years in a lead or supervisory role is desired. Interested candidates should submit a cover letter, application, detailed resume with salary history, and four professional references. **Apply by: Thursday, September 17, 2015.** To view details of the job description, please visit [www.yucca-valley.org](http://www.yucca-valley.org).

## **ANIMAL CARE AND CONTROL MANAGER**

### **DEFINITION**

Under general direction, plans, directs, manages, supervises, and coordinates the programs and activities of the Town's Animal Care and Control Division, including the operation and management of the animal shelter; coordinates assigned activities with other Town departments, divisions, outside agencies and the general public; provides highly responsible and complex administrative support to the Deputy Town Manager; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction by the Deputy Town Manager. Exercises general and direct supervision over technical, and clerical staff.

### **CLASS CHARACTERISTICS**

This is a single-position, mid-management classification in the Community Development Department. The incumbent organizes and oversees day-to-day operations of the Animal Care and Control Program and is responsible for providing professional-level support to the Deputy Town Manager in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating division work with that of other Town departments/divisions and a variety of public agencies. Responsibilities include performing and directing many of the divisions' day-to-day administrative functions.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Assumes management responsibility for all services and activities of the Animal Care and Control Division, including the Town's Animal Shelter and Animal services field operations.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the Animal Care and Control Division; identifies resource needs; develops, recommends, and implements policies and procedures.
- Selects, trains, motivates and evaluates Animal Care and Control Division personnel; provides or coordinates staff training, works with staff to correct performance.
- Coordinates, plans, manages scheduling of Animal Care and Control staffing.
- Directs, creates and coordinates the work plan for the Animal Care and Control Division; meets with staff to identify and resolve problems; assigns clear work functions that increase accountability and ensures a high level of service to the community; reviews and evaluates work products, methods, and procedures.
- Identifies, creates and implements opportunities for improving service delivery methods and procedures; reviews with appropriate management staff; implements improvements.

- Develops programs that engage the general public; meets with community organizations, the public and representatives of other governmental agencies to discuss programs, projects and concerns; coordinates educational programs and makes presentations for schools, community groups, public agencies and related groups.
- Creates, implements and manages the Animal Care and Control Division budget and grants; forecasts additional funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; recommends adjustments as necessary.
- Manages contracts with vendors and other public agencies, including the County of San Bernardino.
- Oversees the Inmate Release Work Program participants.
- Prepares reports on operation statistics and activities.
- Responds to and resolves difficult inquiries and complaints; interprets ordinances, State statutes, regulations and Town and County policies to the general public and staff; provides technical assistance in the resolution of complex and/or involved field investigations.
- Verifies information to conduct investigations and enforcement activities; Assists with the investigation and preparation of formal complaints for actions against violators of animal control ordinances and laws; prepares case files for action; assembles all necessary documentation.
- Works collaboratively with other shelters and rescue organizations to ensure placement of adoptable animals.
- Organizes and coordinates vaccination clinics.
- Oversees the Town's animal licensing program and monitors the program implementation, evaluates programs and recommends changes as appropriate.
- Works in collaboration with appropriate staff to create, manage and update the Animal Care and Control Division web content.
- Develops and implements procedures for euthanasia, temperament testing, physical examinations and vaccinations.
- Oversees and performs euthanasia and/or quarantine in accordance with Federal law, California law, San Bernardino County Codes and Town policies.
- Oversees ordering, maintenance, recordkeeping and security of supplies, vaccinations, syringes, needles and medications.
- Develops and implements marketing and public relations programs for the Animal Care and Control facilities, including creating opportunities for public appearances, creative and innovative community outreach programs;
- Performs daily inspection of Animal Care and Control facilities to ensure health and welfare of animals; authorizes treatment of sick, injured and terminal animals.
- Reviews Public Records requests in advance of sending to the Town Clerk for further processing.
- Takes charge of emergency situations and major incident scenes.
- Provide on-call support to respond to animal shelter emergencies and/or after hours emergency field calls on an as needed.
- May proceed with legal action against violators and testifies in court.
- Networks with area veterinarians to resolve animal issues.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Policies, procedures, services and activities related to the operation and administration of an animal services program in a municipal setting, including animal shelters, animal control field operations, kennel operations, and volunteer programs.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.
- Administrative principles and practices, including goal setting, program development, implementation and evaluation and supervision of staff.
- Public relations and media communications.
- Municipal Administration and Departmental functions.
- Political environment and sensitivities within the community and the organization.
- General public assessment of the Town's roles, responsibilities, and commitment to its citizens.
- Principles of animal behavior and care.
- Principles and practices of excellent customer service skills.
- Identification of a variety of breeds of dogs, cats, and other domestic animals.
- Methods and techniques of animal collection, impoundment, and registration.
- Principles of budget preparation and control.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Pertinent Federal, State, and local laws, codes and regulations.
- Occupational hazards and standard safety practices necessary in the area of animal services.
- Firearm equipment (tranquilizing guns) and safety rules and procedures and proper handling techniques. Knowledge of chemical capture.
- Principles of contract administration.
- General principles of risk management related to the functions of the assigned area.
- Care and handling of domestic, exotic and wild animals.
- Equine and other livestock including cattle, emus, goats, sheep, pigs and fowl.
- Safety equipment and practices related to the work.
- Computer applications related to the work, including word processing, spreadsheet and database applications.
- Standard office practices and procedures, including the operation of standard office equipment.
- Techniques for dealing effectively with the public, vendors, contractors and Town staff, in person and over the telephone.
- Safe work practices.
- Safe driving principles and practices.

### **Ability to:**

- Assist in developing and implementing goals, objectives, practices, policies, procedures, work standards for the animal care and control programs.
- Select, supervise, train and evaluate staff.
- Plan, organize, schedule, assign, review and evaluate the work of staff and volunteers.
- Provide administrative and professional leadership and direction for the Animal Care and Control Division.

- Analyze problems, identifying alternative solutions, project consequences of proposed actions and implementing recommendations in support of goals.
- Research, analyze, and evaluate new service delivery methods, procedures and techniques.
- Prepare and administer budgets; prepare clear and concise administrative and financial reports, including reports to Town Council.
- Analyze, interpret and apply Federal, State and local policies, procedures, laws, codes and regulations.
- Enforce laws, ordinances, and regulations pertaining to animal services.
- Handle and safely care for domestic, exotic and wild animals.
- Handle/use control sticks, large nets and other capture equipment.
- Effectively respond to calls for services.
- Recognize normal and abnormal animal behavior.
- Handle potentially dangerous animals in a safe manner.
- Respond to requests and inquiries from the general public.
- Prepare clear and concise reports, correspondence, procedures and other written materials.
- Direct, assist and perform proper euthanasia procedures.
- Maintain accurate records and files of work performed.
- Organize work, set priorities and meet multiple deadlines.
- Make sound, independent decisions within established policy and procedural guidelines.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence, and independent judgment within established policy and procedural guidelines.
- Work, plan and coordinate special Town and volunteer events.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Operate modern office equipment including computer equipment and software programs.
- Operate and maintain animal control equipment.
- Inoculate and medicate animals.
- Operate a motor vehicle safely.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Bachelor Degree in healthcare, public administration, business administration, or a related field is highly desired. At least five (5) years of progressively responsible experience in animal services environments; including at least four (4) to five (5) years in a lead or supervisory role.

**License:**

Must possess and maintain:

- Valid California Class C driver's license and have a satisfactory driving record.
- Valid Euthanasia Certification as required by California State Law.

Must obtain, within one (1) year of appointment:

- P.O.S.T. Certificate by the California State Penal Code, Section 832.
- Valid Tranquilizing Certification as required by California State Law.
- Certification in Child Abuse and Neglect Reporting as required by California State law.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle, to inspect various Town and residential sites, and to visit various meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This position engages in moderate activity, occasionally carrying and lifting animals, walking dogs on leashes, participation in euthanasia, capturing dogs and moving them on catch poles, etc. At times, this position could potentially work the job functions of shelter and animal control staff. Finger dexterity is needed to draw and inject euthanasia; access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 20 pounds and occasionally lift, move, and carry animals that typically weigh up to 100 pounds.

### **ENVIRONMENTAL ELEMENTS**

Employees primarily work in an office environment with moderate noise levels and controlled temperature conditions. May involve exposure to dangerous and/or diseased animals. Occasionally exposed to outside variable weather conditions and potentially infectious diseases and hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. This position will be around animals known to cause allergies.

### **WORKING CONDITIONS**

May be required to work on evenings, weekends and holidays. Participates in an after-hours emergency response program as needed. Will be required to participate in on-call activities, consultation and response, as needed.