



## **Animal Services Program Manager**

**Category:** Exempt  
**Pay Grade:** E18  
**Job Code:** 20052

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### **JOB SUMMARY**

Performs highly responsible professional administrative and supervisory work managing and administering animal services programs within kennel operations, adoption, and volunteer programs, licensing operations, and/or customer services operations pursuant to various County ordinances, federal, and state laws; manages programs and activities with federal and state agencies, municipalities, public schools, local businesses, and other agencies; researches and performs long range planning and evaluation of programs with respect to the County's animal services goals, objectives, and data collection, statistical tabulation, preparation, and presentation of comprehensive animal services reports; assists the department Bureau Director in planning, managing, and implementing the administrative and kennel functions of the department; supervises staff supporting a variety of activities in the Animal Services Department to ensure the public health and safety of County citizens.

### **ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)**

- Plans, coordinates, implements, and promotes animal services programs and activities for the County to ensure the public health and safety of County citizens;
- Supervises and directs area staff involved with the County's Animal Services Department;
- Ensures compliance with established regulations and laws pertaining to public health, welfare, and safety, as well as regulations pertinent to the health, welfare, and safety of the animals under the care of the Animal Services Department;
- Researches and recommends department purchases, negotiates with vendors, and monitors invoicing for contract compliance;
- Assists in the development of operation objectives, goals, policies, practices, methods, and standards;
- Develops and stimulates public education and awareness of animal services programs and activities;
- Manages the operation of all animal housing areas;
- Monitors the kennel population to protect them from contagious diseases, injury, or overcrowding;
- Coordinates with veterinary medical drug and supplies vendors to get the most up to date information on medications, tests, and procedures;
- Maintains strict accountability for the controlled drugs used in all animal housing areas;
- Manages and coordinates the activities of the customer services area of the shelter and the adoption and volunteer services programs;
- Manages the licensing and rabies vaccination program to ensure that all authorized agents within Pinellas County adhere to the Florida State Statutes and Pinellas County Code;

- Plans, assigns, and reviews the work of subordinate clerical and technical staff involved in personnel, inventory control, payroll, record and file maintenance, purchasing, property control, accounting, office automation, GIS, and data entry;
- Assists in the development and implementation of new and improved plans, procedures, techniques, and methods to adjust to the changing animal enforcement laws;
- Administers Pinellas County Code involving the laws on licensure and vaccine requirements to veterinary clinics, private agencies, and pet owners within Pinellas County;
- Coordinates the activities of volunteer personnel as needed within the department;
- Represents the organization to media, animal partners, municipal and/or County governments, and other constituencies as directed and assumes Director's responsibilities during absences as needed;
- Performs other related job duties as assigned.

### **QUALIFICATIONS**

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

Six (6) years of professional animal services and/or veterinary business services experience, or animal services related management experience that includes senior level animal control programs, lead worker, supervision or supervisory training; or an Associate's degree or two (2) years of technical training certificate or degree in veterinary technology, science, liberal arts, or related field and four (4) years of experience as described above; or a Bachelor's degree and two (2) years of experience as described above; or an equivalent combination of education, training, and/or experience.

#### **Special Qualifications (May be required depending on area of assignment):**

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Employee to obtain a valid certificate indicating successful completion of 40-hour minimum standards training course approved by the Florida Animal Control Association within 6 months of employment.
- Additional certifications in other assignments such as Chemical Capture, Euthanasia, Armament Systems and Procedures Tactical Baton (ASPTB, collapsible bite stick), and Crematory by Florida State Statute.
- Other knowledge, skills, abilities, and credentials required for a specific position.

#### **Knowledge, Skills and Abilities:**

- Knowledge of the principles and practices of Animal Services in general and the area of assignment specifically;
- Knowledge of local, state, and federal laws, rules, and regulations pertaining to animal services;
- Knowledge of veterinary medical and surgical procedures;
- Knowledge of the rabies virus disease process and/or various zoonotic diseases, and proper handling and testing requirements for animal suspects;
- Knowledge of veterinary pharmacology, laboratory procedures, and equipment usage;
- Knowledge of operation and maintenance of on-site crematory;
- Knowledge of the principles of office management and budget.
- Ability to apply computer applications and software;
- Ability to communicate and work with individuals and groups with diverse backgrounds;
- Ability to effectively deal with all levels of management;
- Ability to analyze data and make judgments of effectiveness or compliance.

### **PHYSICAL/MENTAL DEMANDS**

The work is medium work which requires exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Additionally, the following physical abilities are required:

- Balancing: Maintaining body equilibrium to prevent falling while walking, standing or crouching on narrow, slippery, or erratically moving surfaces. The amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.

- Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
- Crawling: Moving about on hands and knees or hands and feet.
- Crouching: Bending the body downward and forward by bending leg and spine.
- Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Kneeling: Bending legs at knee to come to a rest on knee or knees.
- Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Pulling: Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Stooping: Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

### **WORKING CONDITIONS**

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.