

## Job Detail

<b>Job Title:</b>	OPERATIONS MANAGER
<b>Department:</b>	ANIMAL SERVICES
<b>Job ID:</b>	PS101930
<b>Job Code:</b>	OPMGR
<b>Pay Grade:</b>	21
<b>Overtime Status:</b>	EXEMPT
<b>Salary:</b>	\$ 54,766.40 -
<b>Posted Date:</b>	09/30/2016
<b>Closing Date:</b>	10/14/2016

## Job Description

### Reports To

ANIMAL SERVICES DIRECTOR

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### Major Function

Under limited direction, the purpose of the position is the management of the kennel and veterinary segments of the shelter operation and staff who are responsible for providing a healthy, clean, safe, and user friendly shelter for the animals and public. Responsibilities shall include ensuring impounded animals are provided with adequate food, water, shelter, monitoring, and medical care. Employee functions at a middle-management level to oversee daily operations and ensure compliance with departmental policies and procedures as well as Federal, State, and local regulations. The person in this position will also participate in educational programs provided to the community on various animal related issues.

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## **Essential Job Functions**

### **ESSENTIAL JOB FUNCTIONS:**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Plans, organizes and implements kennel and veterinary goals and objectives; coordinates and integrates all activities toward achievement of established goals and objectives.
  - Supervises kennel and veterinary staff to ensure the general health and welfare of impounded animals; oversees feeding and ensures adequate water is available; ensures proper quality and quantity of food; ensures adherence to veterinary, sanitation, monitoring and illness reporting procedures and protocols within the department.
  - Inspects and evaluates sanitation of all animal holding facilities, shelters, and grounds; directs the cleaning and disinfecting of animal cages and equipment.
  - Manages safety and security of holding facilities; ensures all quarantined animals are maintained in designated areas; ensures limited access to appropriate staff of animals impounded for aggression or biting and ensure adherence to rabies and quarantine protocols.
  - Assists the general public with lost/found pet and adoption processes; oversees the processing of adoption, rescue, and medical forms; advises citizens on the responsibility of animal ownership.
  - Works to ensure adherence to protocols related to the ordering, receiving, storing, administering, and record keeping associated with the use of controlled drugs.
  - Implements and controls kennel and veterinary budgets; ensures all functions and programs under charge are performed within established budgetary parameters, to include performing cost control activities, monitoring revenues and expenditures, and ensuring sound fiscal control of ordering/inventory or supplies.
  - Manages kennel and veterinary records, documents and file systems, e.g., inventory of supplies, animal records, adoption records, euthanasia records and rescue transfers.
  - Reports any issues or concerns to the Animal Control Director; works collaboratively in the resolution of kennel and/or veterinary issues and concerns.
  - Assists with staff training on such topics as disease recognition, animal handling, proper use of equipment, proper sanitation. Makes recommendations to the Director regarding outside training needs.
  - Seeks to reduce expenditures and generate revenue in applicable areas of responsibility
  - Actively contributes towards the development of organizational and departmental goals and objectives along with suggestions on how to achieve them.
  - Participates in the development and implementation of new programs and projects designed to increase adoptions, rescues, transports and reducing animal euthanasia.
  - Helps ensure organizational and community readiness in the event of a disaster.
  - Performs duties as assigned/necessary which are related, or logical in assignment to the position.
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## **Knowledge, Skills and Abilities**

Ability to effectively supervise a staff comprised of entry level employees engaged in carrying out kennel and veterinary operations.

Thorough knowledge of safe and humane handling techniques and equipment used in the handling of animals.

Thorough knowledge of proper care, feeding and handling of dogs and cats.

Basic knowledge of various domestic and exotic animals, livestock and wildlife.

Extensive knowledge of rabies, rabies control, quarantine, reporting, testing and role of department.

Skill in assisting with veterinary treatments/procedures; oversees timely vaccination and processing of animals within the facility; assists with vaccinations and euthanasia after completing certification course.

Thorough knowledge of the principles and techniques of customer service skills; ability to deal diplomatically

with sensitive and emotionally charged circumstances.

Ability to render quick, responsible decision making, under stressful and emotional circumstances.

Ability to operate basic office equipment, e.g., computer terminals, printers, copy machines, telephone systems, facsimile machines.

Ability to read, update and maintain various records and files; ability to access, operate and maintain various software applications.

Ability to exercise sound judgment in the day-to-day operations of the Kennel and Veterinary Suites.

Skill in clearly communicating information both verbally and in writing. Must be able to write a comprehensive yet concise report.

Must possess leadership skills necessary to promote and encourage teamwork, self-motivation and empowerment.

Must have a vision for the future and be an active participant in setting short and long terms goals and objectives for the department.

Ability to learn in-house software program, chameleon, that is used to store all records and information related to animals in our charge and other departmental activities.

Ability to establish and maintain effective working relationships and communications with County personnel, government agencies, law enforcement, volunteers, rescue groups, civic groups, and the general public.

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### **Minimum Qualifications**

Education: Associates Degree in science, biology, Veterinary Medicine, Criminology, Zoology or a closely related field;

Experience: Five (5) years' experience in a veterinary clinic/hospital, animal shelter (strongly preferred) or related experience, plus an additional three (3) years' experience in a supervisory position; or an equivalent combination of education, certification, training and/or experience.

Must possess and maintain a valid Florida Driver's License.

Must be inoculated against rabies upon hire.

Must be able to successfully complete euthanasia certification course within six (6) months.

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### **Physical Demand Requirements**

Physical Demand: Heavy

- 50 pounds maximum lifting.
- Frequent (up to 1/3 of the work time) lifting, carrying up to 50 lbs.
- Expressing or exchanging ideas by spoken word or perceiving sound by ear.
- Good eye sight for production or safety of self and others.
- Physical demand requirements are medium work.
- Requires physical ability in lifting animals.
- Requires physical ability in kneeling, bending, stooping, and reaching.