

ANIMAL SERVICES PROGRAM MANAGER

Job Code	Pay Grade
20052	P3

Nature of Work

This is 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. Work involves the independent management of programs and activities with federal and state agencies, municipalities, public schools, local businesses and other agencies; research, long range planning and evaluation of programs with respect to the county's animal services goals and objectives; and data collection, statistical tabulation, preparation and presentation of comprehensive animal services reports. An employee in this class assists the department Bureau Director in planning, managing, and implementing the administrative and kennel functions of the department. Work involves the supervision of staff supporting a variety of activities in the Animal Services Department to ensure the public health and safety of Pinellas County citizens. Work is performed with considerable initiative and independent judgment in the interpretation and application of local, state and federal laws, rules, regulations and guidelines governing animal services. General supervision is received from the Bureau Director.

Minimum Qualification Requirements

- 6 years 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
- Associate's degree or 2 years technical training certificate or degree in veterinary technology, science, liberal arts, or related field and 4 years experience as described above; or
- Bachelor's degree and 2 years experience as described above; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- 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 highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Plans, coordinates, implements, and promotes animal services programs and activities for Pinellas County to ensure the public health and safety of Pinellas 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.

ANIMAL SERVICES PROGRAM MANAGER (continued)

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Illustrative Tasks (continued)

- 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.
- Performs related work as assigned or required.

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.

For official use only

Revised	EEOC Code	Overtime Code
7/12	Professionals	Exempt