



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
OPERATIONS SUPERINTENDENT
(ANIMAL SHELTER)
PARKS, RECREATION AND TOURISM

Human Resources Department
700 Town Center Drive, Suite 200
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GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for supervising the animal care operations of the Peninsula Regional Animal Shelter and ensuring compliance with applicable laws, regulations and policies. This includes management of housing, behavior programs, foster programs, transfer partners, and veterinary care. The position will also develop and administer programs and systems to support overall animal care and adoption functions. Reports to the Animal Shelter Manager.

ESSENTIAL JOB FUNCTIONS

Responsible for the management of animal care operations for the Peninsula Regional Animal Shelter to include providing proper care and management of space, oversight of animal behavioral assessments, animal adoption and placement programs; compiling information and preparing a variety of regulatory and compliance reports related to federal and state regulations for animal shelters.

Responsible for the effective supervision and administration of assigned staff including staff recruitment, development and training, performance evaluations, employee relations, prioritizing and assigning work, and related activities; may provide work direction for a variety of volunteers.

Conducts regular inspections of the shelter facility; reviews and administers contracts for the maintenance and repairs of complex filtration, ventilation and cleaning systems; ensures proper maintenance schedules are adhered to for a variety of equipment in the shelter's medical suite, as well as equipment used in the daily care of the animal population; coordinates equipment repairs as necessary. Also conducts daily inspections for the purpose of monitoring animal health to address intakes, vaccination status and health issues.

Supervises the veterinary department, ensuring appropriate scheduling, decision making and purchasing protocols for medical supplies and equipment. Oversees shelter-side euthanasia and acts as responsible party for controlled drugs, monitoring usage and training. Management of foster program to include training, health and behavior monitoring, volunteer management and medical intervention.

Responsible for the transfer partner coordination to include animal assessment, records maintenance, network development and outreach. Responsible for the oversight of the volunteer program and assists with all facets of guest relations.

Assists with daily animal care as necessary; coordinates veterinary care, spaying and neutering, euthanasia and disposals with appropriate agencies, and in accordance with applicable state and local laws and regulations; assists with observation of animals in quarantine. May assist with compiling daily and weekly kennel reports which may include kennel count, kennel inventory and euthanasia reports; completes and maintains appropriate logs and incident reports.

Works with Animal Shelter Manager, Animal Control Officers, and other shelter staff to support adoption and outreach efforts, as well as address intake issues and concerns. Coordinates placement of animals, space restrictions and higher needs animals.

Assists Animal Shelter Manager with developing policies and procedures and recommending internal branch organization; assists with implementing systems to effectively meet operating goals and objectives.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Animal Shelters - Knowledge of federal, state and local laws, codes, ordinances, policies and procedures relevant to animal shelters to include custodial and remedial care, adoptions, euthanasia, animal behavior and basic care. Knowledge of the proper use, secure storage and disposal of lethal chemicals, syringes and related equipment.
- Safety - Knowledge of occupational hazards, safety precautions, and safety regulations related to effective animal care, maintaining sanitary conditions and overall health of shelter animals, and other work related precautions.
- Supervision - Knowledge of leadership techniques, principles, and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Customer Service - Knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Computer Skills - Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of tasks with reasonable speed and accuracy.
- Judgment/Decision Making - Evaluates the best method of research and then exercises appropriate judgment in establishing priorities and resolving complex matters. Anticipates, identifies and evaluates potentially dangerous, unusual or deviating situations. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations.

REQUIRED ABILITIES

- Animal Handling - Skilled in handling animals of varying species, size and temperament. Ability to utilize PPE relevant to animal handling such as control poles, cat nets and gloves.
- Communication - Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent

ability to listen and understand information and ideas presented through spoken word or writing. Ability to handle a variety of issues with tact and diplomacy and in a confidential manner.

- Coordination of Work – Ability to establish and implement effective administrative programs and procedures. Establishes priorities for the completion of work in accordance with sound time- management methodology. Performs a broad range of supervisory responsibilities over others.
- Basic Math - Ability to perform arithmetic and statistical applications. Ability to employ basic math principles and practices in the analysis and reporting of data.

EDUCATION AND EXPERIENCE

Requires an Associate’s Degree in Animal Science, Biology, or a related field and 5 years of experience in an animal hospital, shelter, or related animal facility, and 1-2 years of lead or supervisory experience, or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

Acceptable general background check to include a local and state criminal history check, sex offender registry check and a valid driver’s license with an acceptable driving record.

This position requires satisfactory results from a pre-employment medical evaluation.

PHYSICAL REQUIREMENTS

- Tasks require the regular and, at times, sustained performance of moderately physically demanding work.
- Some combination of climbing and balancing to include climbing ladders, stooping, kneeling, crouching, and crawling.
- May involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20 – 50 pounds).

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds, depth, texture, and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, weather, temperature and noise extremes, hazardous materials, traffic hazards, bright/dim lights, toxic agents, animal/wildlife attacks, animal/human bites, explosives, dis