



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
SUPERINTENDENT OF ANIMAL WELFARE
(ANIMAL CONTROL)

PARKS, RECREATION, AND TOURISM Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position provides leadership, overall administration and technical expertise for the Animal Control section's operations and services. Reports to the Assistant Director of Parks, Recreation and Tourism.

ESSENTIAL JOB FUNCTIONS

Responsible for the effective supervision and administration of the Animal Control section's operations and services to include budgeting and financial transactions, performance management, employee relations, report and record keeping, and prioritizing, scheduling, and assigning work and related activities. Evaluates the need to fill vacant positions and recommends changes to allocated positions and branch structure as needed. Researches and prepares recommendations and reports for the department director. Investigates employee disputes and alleged standards of conduct violations and recommends methods for resolution.

Responds to complaints involving animals. Enforces State and City animal control laws and ordinances. Issues citations and makes arrests in appropriate circumstances. Serves various criminal or civil notices or papers related to enforcement of animal control ordinances. Investigates animal bites and coordinates handling and quarantine of animals and related efforts with Health Department.

Prepares investigative reports as needed, reviews daily log sheets, legal documents and other reports; testifies in court as needed. Prepares recommendations on animal related legislation; ensures proper training and certification of Animal Control section personnel; and oversees various animal services contracts.

Oversees and develops short and long-term strategic goals pertaining to the division's planning, development, design and operational processes; develops and recommends policies and procedures; recommends internal branch organization; establishes and implements management 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 Services - Knowledge of State and City laws, codes, ordinances, policies and procedures relevant to animal control to include the use of animal control procedures, relevant equipment, patrol techniques and investigative requests as well as knowledge of domestic and wild animals, their behavior and basic animal care. Knowledge of the proper use, secure storage and disposal of lethal chemicals, syringes and related equipment.
- Investigation Methods - Knowledge of interviewing and investigating techniques, procedures principles and practices for the case management of animal bites, animal cruelty, and violations of laws and regulations.
- Safety - Knowledge of occupational hazards, safety precautions, and safety regulations related to effective animal restraints, traffic patterns and conditions, 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.
- Critical Thinking - Uses logic and reasoning to understand, analyze, and evaluate complex situations and researches information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations. Shares knowledge with staff for mutual and departmental benefit.

REQUIRED ABILITIES

- 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 verbally and in 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. Attends and maintains a calendar for meetings, deadlines and events. Performs a broad range of supervisory responsibilities over others.
- Financial Management - Ability to perform arithmetic, algebraic, and statistical applications to perform purchasing and financial transactions. Ability to employ economic and accounting principles and practices in the analysis and reporting of budgeting data.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in a related field and 5 – 7 years of experience in animal control or a related field, including 2 – 3 years supervisory and administrative 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 and designation as Conservator of the Peace.

Advanced animal control training such as National Animal Control Association (NACA) Level II or National Cruelty Investigations School.

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, disease, pathogenic substances, or rude/irate customers