

Animal Services Director

Nature of Work

This is very responsible administrative and supervisory work overseeing and directing all aspects of the animal shelter operations of the Maury County Animal Shelter. Activities associated with the job include ensuring that all animal care programs are conducted in a humane and compassionate manner, overseeing the selection, evaluation, discipline and discharge of staff, preparation and monitoring of operating budgets and overseeing all banking, investment and capital funds in coordination with the governing body. Additional activities include overseeing and assisting with the intake of stray and/or abandoned animals, updating training materials and coordinating educational opportunities for staff, maintaining all records of business transactions, inventories and tax information, responding to complaints by employees, local officials and the public, implementing and enforcing all operational policies and procedures and serving as a liaison between the governing body and government officials, agencies, civic groups, etc. The incumbent is also responsible for compiling program data and preparing reports pertaining to shelter operations and activities, ensuring the proper maintenance of the facility, preparing grant applications and seeking additional funding for the shelter and performing a variety of public outreach and educational initiatives to promote shelter operations and develop public awareness of animal control issues. Job responsibilities require strong interpersonal, organizational and decision making skills, thorough experience in animal control activities and working with animals, thorough knowledge of all state regulations and local ordinances governing the care and treatment of animals, thorough experience performing administrative and accounting duties, ability to develop, implement and enforce operational policies and procedures, considerable knowledge of budgeting techniques and practices, considerable supervisory experience, ability to prepare competitive grant applications and secure additional funding and sufficient strength and agility to perform the physically demanding aspects of the job in a variety of weather conditions. Job performance is evaluated by the governing board through review of the effectiveness of animal handling and control activities, ability to effectively supervise and direct the activities of staff, volunteers and inmates, knowledge of state regulations and local ordinances governing animal control activities, level of administrative and accounting support and assistance provided for shelter operations, effectiveness of public outreach and educational initiatives and organizational, interpersonal and decision making skills.

Illustrative Examples of Work

- Ensures that all animal care programs are administered in a humane and compassionate manner.
- Develops, implements and enforces all operating policies and procedures for the animal shelter.
- Oversees the selection, evaluation, training, discipline and discharge of shelter employees.
- Prepares the annual operating budget and assumes responsibility for all expenditures; reviews the budget with the governing body to obtain approval and monitors the budget throughout the fiscal year.
- Oversees bank accounts and capital funds and reviews with the governing body on a regular

basis.

- Supervises and maintains all records indicating business transactions, inventories and tax information.
- Responds to complaints from employees, volunteers, local officials and the public and assists front office staff with dealing with difficult situations and resolving problems of a unique and/or sensitive nature.
- Responds to community concerns pertaining to animal control issues and organizes and assists with a variety of community outreach and educational initiatives.
- Meets on a regular basis with the governing body to review reports, procedures and problems and seeks their input and approval on salary reviews and annual budget.
- Serves as the chief spokesperson for the animal shelter and makes presentations to school groups, church groups, civic organizations, etc. to provide information about the animal shelter's programs and policies.
- Oversees and assists with organizes and conducting orientation and training sessions for new employees and volunteers in accordance with the organization's mission and operating philosophy.
- Assists with responding to inquiries regarding the volunteer program and interviewing and screening potential volunteers and community service workers.
- Consistently enforces all established operational policies and procedures to ensure the efficient and effective operation of the Animal Shelter.
- Assists with performing required administrative duties such as logging calls, preparing surrender forms, bite reports, etc. when necessary
- Ensures the proper maintenance of all adoption and spay/neuter records for animals in the shelter.
- Assumes responsibility for all funds received and/or disbursed including adoption fees, donations, spay/neuter deposits and refunds, gift shop proceeds and assists the bookkeeper with monitoring all bills.
- Researches and applies for grants to supplement shelter operations and monitors the expenditure of grant funds and preparation of required reports.
- Oversees all fundraising activities, seeks out and maintains community contacts, fosters beneficial relationships with patrons, businesses and foundations and meets with potential donors.
- Assists with coordinating employees' schedules to ensure the proper staffing of the shelter at all times and monitoring staff time sheets in accordance with established policies and procedures.
- Assists the public with the admission and adoption of animals and promotes responsible pet ownership at all times.
- Assists the public with completing application forms and makes assessments of their ability to adequately care for adopted pets when necessary.
- Assists with educating the public on the law and ordinances pertaining to animal ownership and control.
- Oversees and assists with compiling statistics, maintaining records and preparing reports of shelter activities, animal dispositions and animal control activities.
- Ensures a proper inventory of all supplies and equipment required for animal control and shelter operations; re-stocks and runs errands when necessary.

-Performs related duties as required.

Necessary Requirements of Work

Graduation from an accredited four-year college or university with a B.A. / B.S. Degree in Business Administration, Animal Science or health related field; thorough experience working with animals; thorough knowledge of the animal shelter operating policies and procedures, considerable knowledge of common illnesses associated with animals including symptoms and transmission to other animals; strong organizational, interpersonal, organizational and decision making skills; considerable supervisory experience; considerable knowledge of the nutritional and emotional needs of animals; thorough experience performing administrative and accounting duties; or any equivalent combination of education and/or experience to provide the following knowledge, abilities and skills:

- Extensive knowledge of state statutes and regulations regarding the care and treatment of animals and animal control activities.
- Extensive knowledge of the statutes, ordinances, and regulations pertaining to animal control, adoption and disposal for Maury County.
- Extensive knowledge of administrative practices and procedures pertaining to the preparation and storage of reports and documentation for animal control operations.
- Extensive knowledge of acceptable accounting practices and procedures including the receipt of funds, use of internal controls, reconciliation of accounts, disbursement of funds, etc.
- Extensive knowledge of administrative practices and methods including the maintenance of files, compilation of data and preparation of reports, proper grammatical form and practice, etc.
- Thorough knowledge of animal handling and apprehension techniques, animal behavior and animal health.
- Thorough knowledge of animals including various breeds and species, temperaments and habits, etc.
- Thorough knowledge of effective hygiene practices and required maintenance activities for the efficient operation of an animal control shelter.
- Thorough knowledge of budgeting techniques and methods including the use of line items, projection of revenues and expenditures, operating and variable cost analysis, etc.
- Thorough knowledge of effective supervisory techniques and practices including the selection, evaluation, motivation and discipline and/or discharge of staff.
- Considerable knowledge of common diseases occurring in domestic animals and the medication(s) and/or treatment procedures to cure and/or alleviate symptoms and prevent the transmission to other animals.
- Considerable knowledge of animal medications and drugs used for tranquilization and euthanasia.
- Considerable knowledge of grant application practices and methods and potential sources of grants to support animal control initiatives and programs.
- Ability to consistently enforce established operational policies and procedures required to ensure the efficient operation of the Animal Shelter.
- Ability to effectively supervise and direct the activities of staff, volunteers, community service

workers and inmates assisting at the animal shelter.

- Ability to maintain all financial accounts and related files and documentation in an organized and accessible manner.
- Ability to make effective and information presentations to the public, school groups, civic organizations, etc.
- Ability to interact in a professional, effective manner with pet owners and the public and maintain productive relationships with local officials, state regulators, members of the governing body, etc.
- Ability to prepare and monitor operational budgets and effectively monitor the receipt of revenues and expenditure of funds.
- Ability to prepare competitive grant applications and effectively monitor the expenditure of grant funds.
- Ability to effectively prioritize and organized daily, weekly and monthly activities and consistently meet all established deadlines and reporting requirements.
- Ability to consistently make timely and appropriate decisions in response to situations encountered on the job.
- Ability to accurately compile program related information and data and prepare comprehensive and accurate reports of shelter operations.
- Ability to accurately determine the health and disposition of animals.
- Ability to make proper decisions pertaining to the apprehension and control of animals.
- Ability to prepare reports and maintain documentation in accordance with existing policies and procedures.
- Skill in the operation of a motor vehicle.

Necessary Special Requirements

- Possession of a valid Tennessee Driver's License and the ability to be insured at standard vehicle insurance rates.
- Must maintain a current and valid Certification for Euthanasia through the State of Tennessee Division of Health Related Board.
- Current Tetanus vaccination on record.

Physical Requirements

- This is heavy work requiring considerable static, explosive, dynamic and trunk strength and requiring the exertion of up to 80 pounds of force occasionally and up to 20 pounds of force frequently to move objects
- Work requires considerable flexibility, mobility and speed of limb movement
- Work requires considerable effort and stamina
- Work requires both gross body equilibrium and coordination for balancing, bending, stooping, kneeling and walking
- Work requires arm/ hand steadiness and manual and finger dexterity
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word

- Hearing is required to perceive information in both quiet and noisy environments and determine the direction of sounds
- Visual acuity is required for the inspection of small defects and/or small parts, use of measuring devices, operation of office equipment, determining the accuracy and thoroughness of work, color differentiation, and observing general surroundings and activities
- The worker is subject to inside and outside environmental conditions, temperature extremes, noise, vibrations and slippery surfaces