

## COUNTY OF SOLANO

### ANIMAL CARE SUPERVISOR & VETERINARY TECHNICIAN

#### **DEFINITION**

Plans, coordinates, supervises, and participates in daily operations and activities of the animal shelter, to include supervising assigned staff and maintaining, cleaning and providing care for animals in the shelter.

#### **CLASS CHARACTERISTICS**

This class is characterized by the responsibility to supervise daily kennel operations, staff, and work activities. This class is a supervisory class and is distinguished from the Lead Animal Care Specialist by responsibility for day-to-day supervision of shelter staff and the requirement for a Registered Veterinarian Technician's license.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives supervision from the Animal Care Director.

Provides supervision to animal care staff, volunteers, and inmate workers.

#### **EXAMPLES OF DUTIES** - *Duties may include but are not limited to the following:*

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.

Coordinates daily work activities: organizes, prioritizes, and assigns work; monitors status of work in progress and inspects completed work; conducts staff meetings; confers with assigned staff, assists with complex/problem situations, and provides technical expertise.

Assists in interpreting, explaining, and ensuring compliance with all applicable laws, ordinances, rules, regulations, standards, policies, and procedures; ensures adherence to established safety procedures; monitors work environment and use of safety equipment to ensure safety of employees and other individuals; initiates any actions necessary to correct deviations or violations.

Consults with Director, veterinarian, or other officials to review operations/activities, review/resolve problems, receive advice/direction, and provide recommendations.

Plans, coordinates, and supervises daily operations and activities of the animal shelter; coordinates quick and efficient movement of animals through the shelter; manages situations involving adoptions or redemptions of animals; determines best treatment for ill/injured animals and which animals should be euthanized.

Evaluates efficiency and effectiveness of animal shelter operations, services, procedures, and resource management; assists with development of policies and procedures; facilitates changes in

existing protocols, guidelines, and daily tasks performed by staff to maintain a modern, sanitary, and efficient medical and adoptions facility.

Performs administrative tasks; prepares written custody reports for hearings of animals on custody holds, and makes recommendations on disposition based on their health/behavior; maintains animal health census data and keeps track of animal illnesses; reviews documents prepared by shelter staff; reviews correspondence submitted by outside agencies; reviews and approves invoices; develops work schedules to ensure adequate coverage; reviews/approves employee timesheets, leave requests, and travel requests.

Assists veterinarian in providing health care to animals held at the shelter; may assist veterinarian in performing surgery; renders emergency care according to protocol and as directed by veterinarian.

Conducts physical examinations to make preliminary determination of the nature of an illness/injury; sutures wounds and performs minor medical procedures; takes/records temperature, pulse, and respiration; collects and labels specimens for culture or microscopic examination; utilizes microscope to analyze fecal samples, skin scrapings, and blood smears.

Oversees and assists in processing impound/intake, adoption, euthanasia, and reclaim of animals; receives, classifies, and documents all animals entering shelter; ensures pure-breed and special-need animals go to appropriate rescue organization; provides medical treatment for sick/injured animals; performs temperament testing of animals and evaluates animals to identify illnesses; determines which animals which will be placed for adoption based on results of temperament testing and evaluations; records medical history of animals; obtains license information from files to identify owners of impounded animals; prepares, files, and maintains adoption documentation; identifies and schedules animals for euthanasia.

Oversees and assists in providing care for animals in custody of the shelter; performs cleaning, feeding, and watering of animals; grooms animals; breaks up fights and segregates disruptive animals; observes animals for signs of sickness and notifies supervisor of symptoms; treats animals and administers medications as appropriate; prepares medications for owners of adopted animals.

Handles, lifts, carries, and moves animals, restraining as appropriate; handles frightened, fractious, and injured animals; conducts health evaluations of animals; conducts parvo/feline leukemia tests; trains animals in general obedience; administers injections of medication, vaccinations, tranquilizers, or other drugs.

Euthanizes and disposes of animals according to prescribed guidelines and methods; determines correct procedures and substances to inject for disposal of animals; records use of euthanasia drugs and monitors inventory levels; maintains records of euthanized animals; disposes of deceased animals and carcasses; maintains insecticide dispenser and distributes insect bait.

Oversees and assists in cleaning and maintaining animal shelter facilities; loads animals to be transported for grooming, spaying/neutering, or other activities; maintains security of shelter facilities; closes/locks shelter and grounds at end of day.

Prepares, completes and maintains a variety of forms, reports, correspondence, and logs.

Performs customer service functions in person and by telephone; provides information and assistance to the public concerning animals, shelter policies, animal care/handling, adoptions, procedures, fees, or other issues; shows lost animals to visitors; troubleshoots difficult situations involving animals or customers.

Coordinates placement of animals outside of shelter; researches owner information through microchips, rabies tags, and identification tags, and contacts owners to reclaim found animals; contacts rescue organizations or foster families for animal intake.

Performs general/preventive maintenance tasks necessary to keep equipment and tools in clean and operable condition.

Maintains inventory control of animal shelter equipment, tools, drugs, and supplies; monitors inventory levels to ensure availability of adequate materials to conduct work activities; initiates orders for new/replacement items; receives and stocks incoming supplies.

Communicates with supervisor, employees, volunteers, inmates, other departments, animal control agencies, veterinarians, customers, the public, rescue groups, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, resolve problems, or give/receive advice/direction.

Attends meetings as needed.

Maintains a comprehensive, current knowledge of applicable laws/regulations; maintains an awareness of new methods, trends, and advances in the profession; attends workshops and training sessions as appropriate.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

Basic supervisory methods and techniques.

State and local laws, ordinances, regulations, and standards governing animal control and animal care.

Policies, procedures, and terminology associated with shelter operations.

Practices and methods associated with animal shelter operations and animal control activities, including humane treatment of animals, animal handling, administration of medication and immunization, euthanasia procedures, sanitation practices, and operation/care of related equipment.

Cleaning methods, techniques, and policies associated with maintaining an animal shelter.

Animal anatomy, common animal diseases, symptoms of various animal illnesses, and first aid for animals.

Considerable knowledge of various animals breeds, characteristics, and species in order to properly classify and cage animals to avoid disruptions; knowledge of native wildlife and domestic animal behavior.

Occupational hazards and established safety practices/procedures relating to animal control and animal care activities.

Customer service and public contact techniques, including calming hostile, irate, or emotionally distraught individuals.

Computers and software programs typically used in the position.

Basic methods of recordkeeping.

**Skills to:**

Handle, medicate and euthanize animals in a humane manner.

Protect oneself and others from vicious animals by the proper use of tools and equipment.

Operates a personal computer, general office equipment

Use animal restraint and veterinary tools, equipment, and supplies, cleaning tools and equipment, and two-way radios.

**Ability to:**

Effectively supervise, motivate, and evaluate assigned staff.

Comprehend, interpret, explain/enforce, and apply laws, regulations, procedures, and related information.

Effectively relate information concerning department/shelter policies, procedures, and services.

Communicate verbally and in writing.

Effectively communicate and interact with supervisors, the public, and other groups involved in the activities of the department.

Interview people to determine circumstances surrounding animal attacks or bite incidents.

Deal with violent, hostile and irate people in a constructive manner.

Clean and maintain animal cages, shelter floors, and related facilities.

Physically lift, carry, move, and handle animals; provide food, water, and care to animals; handle dead and decomposing animal carcasses.

Identify the sex of animals; identify general breeds and species of animals; observe/identify symptoms of illnesses.

Protect against animal bites/attacks while handling animals.

Determine dosages and measure drugs into hypodermic syringes; administer injections of medication, vaccinations, tranquilizers, euthanasia, or other drugs to animals in a humane manner; hold and control animals during administration of medication or euthanasia.

Determine the appropriate course of action in emergency or stressful situations, and maintain a calm, courteous, and tactful demeanor under stressful conditions.

Follow precisely procedures designed to ensure safety.

Operate or utilize various tools and equipment typically required to perform essential duties.

Assemble information, maintain accurate records, document actions taken, and make written reports in a concise, clear and effective manner.

Plan, organize, and prioritize daily assignments and work activities of the unit.

Assess training needs and provide on-the-job training to assigned staff.

Use independent judgment and work with little direct supervision as situations warrant.

Handle required mathematical calculations.

### **Experience and Education/Training**

#### **Experience:**

Three (3) years of progressively responsible work experience in animal care/handling, animal shelter operations, and/or veterinary office operations, to include one (1) year of work in a lead or supervisory role.

#### **Education/Training:**

College level course work or vocational training in veterinary medicine and animal handling.

### **SPECIAL REQUIREMENTS**

Possession of valid Registered Veterinarian Technician's license is required.

Possession of valid Euthanasia Certification is required.

Must receive pre-exposure rabies vaccination within three months of appointment.

### **SUPPLEMENTAL INFORMATION**

Incumbents are required to work holidays and rotational weekends.

### **ADA COMPLIANCE**

**Physical Ability:** Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds); may occasionally involve heavier objects and materials (up to 100 pounds).

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, odors, temperature and noise extremes, hazardous materials, toxic agents, disease, pathogenic substances, animal/wildlife attacks, animal/human bites, rabies, or rude/irate customers.



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Director of Human Resources

**Established Date:** July 2001

**Revised Date:** November 2002

**Revised Date:** May 2003

**BOS Date:** June 30, 2003