

Marion County Board of County Commissioners

POSITION DESCRIPTION



To be successful in the position, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

PROGRAM MANAGER

Department: Animal Services
Pay Grade: 114
FLSA Status: Exempt
Job Class: 1205
Risk Code: 8831

JOB SUMMARY

Responsible for the day-to-day supervision of Program Coordinators coordinating and monitoring one or more of the various types of programming at Marion County Animal Services; such as, but not limited to: rescues partners and outreach; foster family and program support; population management & pathways; pet reunification; enrichment; community outreach; volunteer program; community service workers; SNR; safety net and intake diversion; education; responsible pet ownership; marketing; public relations; training; and recognition.

ESSENTIAL JOB FUNCTIONS

- Plan, organize and assign daily activities relating to animal shelter programs.
- Develops schedules, direct and coordinate the functions of comprehensive programs.
- Develop, implement, communicate and maintain policies and procedures related to programs, and ensure all teams (employee, volunteers, fosters, community partners) are informed.
- Supervises and trains Program Coordinators, and other employees as assigned, which requires specialized knowledge and skills.
- Reviews work of subordinates for completeness, accuracy, and compliance with departmental objectives.
- Evaluates personnel on performance, observance of rules and regulations, public contact, and customer service.
- Manages various aspects of programs, orientation, recording hours and achievements, group/individual meetings, maintenance of programs, and updating policy/procedures and related handbooks.
- Organizes and facilitates various events.
- Encourages and facilitates professional development and leadership capabilities of staff.

- Collaborates with management to meet organizational goals and requirements.
- Assists management with perpetual compliance and preparedness for essential emergency services.
- Assist with developing policies, procedures, and priorities to meet established goals.
- Create short- and long-range plans related to programs and develop annual program budget proposals; implement plans and administer budget. Maintain appropriate budget records, quarterly and annual reports, and account of funds.
- Recruit and assist in the interview, selection, and training of volunteers and fosters; arrange for on-site training and resolution of problems.
- Implement and monitor contractual agreements with outside agencies for services (e.g., School Board, Community (Court) Services Program, RSVP); recommend additional agreements that will fulfill the mission of the Department.
- Serve as a resource to department employees in all areas relating to various programs.
- Ensure that the program goals complement County and Department policies, including personnel regulations.
- Identify areas of potential volunteer, foster, rescue and community assistance.
- Ensure that regular and effective communications are maintained with staff and other resources.
- Coordinate revisions to task descriptions and maintain current program procedures.
- Develop and administer appropriate award/recognition, retention, and motivation programs .
- Attend events and make presentations to citizens, community agencies and organizations explaining and promoting the various programs; present and maintain a positive image of the Department.
- Will be required to safely drive truck and trailers.
- Supervise volunteers, fosters, partners, community service workers and other programs, as established.
- Develop and maintain records and statistics on the extent, nature, and value of program activities. Evaluate and document the effectiveness of program activities. Establish and maintain a database tracking system on program utilization.
- Develop and utilize local, state, and national contacts to develop opportunities consistent with Department goals and objectives. Attend professional meetings, conferences, ongoing training and continuing education.
- Ensure necessary resources including workspace, materials, clear direction, and proper supervision.
- Evaluate employee development and training activities and make recommendations for improvements of existing programs and the creation of new programs as new training needs are identified.
- Assist in implementing the department specific employee training programs including designing the content of training programs, conducting and/or coordinating the programs' presentation, evaluating and revising programs, and analyzing results of training on employee performance.
- Design and conduct periodic training needs assessment studies, analyze results and recommend programs to meet needs.
- Develop volunteer, foster, and rescue partner recruitment strategy with supporting recruitment materials.

- Maintain and promote the characteristics of excellent customer service in assigned areas.
- Carry out policies, procedures, and established practices of the Department.
- Provide excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person, electronically or by phone contact.
- Implement the organization's guiding principles and core values.
- Required to report to work to provide support, coordination, and completion of duties as detailed by the Florida Division of Emergency Management ESF17 in the event of a disaster, severe weather threat, or other declared emergency. Collaborates with Human Resources for recruiting, interviewing, onboarding needs for vacancies and new hires.
- Perform other related job duties as assigned.

SUPERVISION

This position is responsible for directly and regularly supervising work of a moderate size staff, with some indirect supervision. Includes assigning, directing, evaluating, and reviewing work of others. Responsibilities include providing on-the-job training; evaluating job performance; recommending selection of new staff members, promotions, status changes, and discipline; planning, scheduling, and coordinating work operations. Position provides direction to various programs.

QUALIFICATIONS

Education and Experience:

Bachelor's Degree preferred; with five (5) years of experience working with animals; implementing or administering an animal shelter program, which shall include broad exposure to and practical experience in supervision, animal handling, marketing, customer service, public speaking, recruiting, and training; or an equivalent combination of education and experience.

Licenses or Certifications:

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

- Successful completion of Florida State approved sixteen (16) hour euthanasia technician certification course within twelve (12) months of appointment.
- Rabies preventative immunization required upon appointment.

Knowledge, Skills and Abilities:

Language Skills

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.

- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical skills.

- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Problem Solving Abilities

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Interprets complex and detailed technical data.
- Participates in development of policy, programs, plans, or procedures.
- Study manual work process to determine most effective methods as essential tasks.

Specialized Skills and Abilities

- Considerable knowledge of the operations, technology, and techniques of the Department.
- Knowledge of the principles of volunteerism.
- Knowledge of local, state, and federal regulations governing management of programs.
- Knowledge of effective interviewing and evaluation techniques.
- Knowledge of counseling techniques and management principles.
- Ability to develop and deliver effective public presentations. Knowledge of the use of a variety of presentation equipment.
- Ability to communicate accurately, clearly, and professionally with patrons, the public and others in writing, in person, and by telephone, on both a one-on-one basis and in large groups.
- Ability to creatively describe or explain verbally or in writing information, concepts, ideas or instructions to others, i.e., group presentations, volunteer orientations, etc.
- Ability to deal with others in a courteous, professional, and tactful manner. Ability to establish and maintain effective working relationships with others.
- Ability to function independently of constant, direct supervision, to set priorities and meet multiple deadlines.
- Ability to learn and apply new methods, procedures, operations, and policies.
- Ability to use independent judgment to resolve concerns and to adapt to interruptions, changes, and shifting needs without losing efficiency, effectiveness, or composure.
- Ability to pay close attention to detail, to gather data and develop recommendations, changes, or solutions.
- Ability to work a flexible schedule, including nights and weekends.
- Ability to remain calm in stressful situations.
- Ability to establish procedures and to follow through to assure consistency in program goals.
- Ability to take a teamwork approach to the job by cooperating with others, offering to

help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

- Knowledge of department policies and procedures.
- Knowledge of modern office practices and procedures.
- Skill in utilizing a personal computer and various job-related application software programs.
- Skill in verbal and written communication.
- Skill in the use of small office equipment, including copy machines or multi-line telephone systems.
- Ability to organize and communicate effectively.
- Ability to work independently with minimal supervision.
- Ability to establish and maintain working relationships with County officials, fellow employees, and the general public.

PHYSICAL DEMANDS

The work is medium which requires exerting up to 50 pounds of force occasionally and/or up to 30 pounds of force frequently, and/or up to 20 pounds of force to move objects. While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, and talk or hear. The employee is frequently required to stand, walk, reach with hands and arms, and occasionally required to stoop, kneel, crouch, or crawl, and taste or smell. The noise level for this job is moderate. Requires mental acuity including the ability to make rational decisions through sound logic and deductive processes, the ability to express ideas by means of the spoken word and have close visual acuity.

WORK ENVIRONMENT

Work is performed primarily in an indoor and outdoor environment with limited exposure to adverse environmental conditions.

Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date

E.O.E. Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.