

Marion County Board of County Commissioners

POSITION DESCRIPTION



To be successful in this 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.

ANIMAL SERVICES REPRESENTATIVE SUPERVISOR

Department: Animal Services
Pay Grade: 108
FLSA Status: Non-Exempt
Job Class: 8012
Risk Code: 8831

JOB SUMMARY

This is a supervisory position related to the day-to-day supervision of Animal Services Representatives which is responsible for providing exceptional customer service at Marion County Animal Services and ensuring employees are providing the same. Daily responsibilities include providing constant, consistent, extraordinary customer service to all internal and external customers, including in person, on the phone, and via written communications.

ESSENTIAL JOB FUNCTIONS

- Coordinates workloads and assignments of Animal Services Representatives (ASR).
- Prepares and assists in preparation of employee schedules.
- Aids Shelter Manager as leadership support.
- Provides comprehensive guidance and training to new and existing Animal Services Representatives, which requires expert knowledge and skills.
- Trains all animal services employees and volunteers in tasks related to front counter customer service.
- Reviews and critiques the work of subordinates for completeness, accuracy, and compliance of Animal Services departmental objectives.
- Evaluates personnel on performance in accordance with the organizations guiding principles, core values and policies and procedures. Creates and issues disciplinary action if needed.
- May act on behalf of the Shelter Manager in their absence.
- Maintains effective communication with management, Administration, and the Board of County Commissioners on animal welfare-related issues and ensures information is distributed in all directions in a professional manner.
- Provides a positive example for subordinate staff.
- Assists with or participates in the hiring and interview process of Animal Services employees.
- Quickly and effectively responds to customer needs, questions, and concerns.
- Provides superior customer service to the general public coming in to adopt, reclaim, search for lost pets, purchase microchips and/or licenses for pets, and a variety of other transactions.

- Performs a considerable amount of accurate data entry. Prepares substantial reports, records, files, and notes, to include those that may be presented as evidence in court. Leverages technology to perform research.
- Completes and documents substantial research relating to animal ownership; attempts to reunite pets with owners whenever safe and reasonable to do so.
- Performs financial transactions; handles cash, check, and credit cards in compliance with all internal, state, and federal regulations. Completes daily financial reconciliation with a high degree of accountability.
- Conducts adoption counseling and responsible pet ownership education, in an empathetic and non-judgmental manner.
- Assists members of the public searching for lost animals and provides additional information and support if their pet is not found at the shelter.
- Utilizes technology to process all paperwork for adoptions, redemptions, spay/neuter surgeries, licensing, and compliance with animal-related laws.
- Accurately maintains records and reports related to animal release, identification, redemption, and adoption, as well as drug logs.
- Oversees the preparation of paperwork regarding the impoundment of incoming animals.
- Assists with incoming animals. Required to handle scared, fearful, fractious and potentially dangerous animals safely, humanely, and with compassion, in accordance with Fear Free standards.
- Provides exceptional customer service to members of the general public, volunteers, fosters, partners 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, online, written, or by phone contact.
- Performs routine filing and record keeping tasks; must have superior data entry skills and the ability to clearly communicate via written word.
- Communicates effectively and coherently over two-way radio channels while initiating and responding to radio communications.
- Provides public education to individuals or groups; attends events as a representative of MCAS.
- Attends trainings, conferences, events, seminars, meetings, hearings, and other continuing education opportunities.
- Ensures compliance with animal regulatory services and local and state animal laws.
- Updates department website and online calendars. Assists with social media advertising.
- Utilizes the computer database to process all paperwork for adoptions, redemptions, spay/neuter surgery, licensing, and compliance with animal control laws.
- May assist in organizing and scheduling outreach adoption events and/or ensures ASR designee is responding to and organizing event requests. Oversees applicable recordkeeping and scheduling appointments and serves as point-of contact for prison program.
- Observes and ensures the completion of tasks performed by community service workers, students, and volunteers. Maintains records/hours of community service workers with probation officers, as needed.
- Safely operates county vehicles, as assigned, to assist with the transport of animals, supplies, and equipment; may be required to drive truck and trailer.
- May perform shelter or clinic duties, as assigned.

- Required to work extended hours as needed without prior notice to aid in animal rescue or seizure efforts.
- May be required to appear in court for animal related cases. May assist with setting appointments for Neuter Commuter, public surgeries, rechecks, follow ups, surrenders, fosters, and more.
- Provides administrative and clerical support to management team.
- May be needed to assist in performing humane euthanasia in a safe and compassionate manner, in alignment with currently recognized gold standard best practices, for animals that have been identified as a threat to public safety and/or suffering physically or mentally.
- 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; including but not limited to disaster response at the shelter or pet-friendly shelter locations around the County.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

SUPERVISION

Responsible for directly and regularly supervising work of a moderate size staff. Includes assigning, directing, evaluating, and reviewing work of subordinate employees. Responsibilities include providing on-the-job training; evaluating job performance; recommending selection of new staff members, promotions, status changes, and discipline; and planning, scheduling, and coordinating work operations.

QUALIFICATIONS

Education and Experience:

Associates degree or equivalent preferred; and two (2) years' experience in customer service with one (1) year supervisory experience or an equivalent combination of education and experience. Experience in animal welfare, veterinary medicine, animal control or social work preferred.

Licenses or Certifications:

- Possession of a valid Florida Driver's License. A valid Florida Class "B" Commercial Driver's License (CDL) with passenger endorsement must be obtained prior to driving the Neuter Commuter. Employees with a CDL B will earn an hourly stipend while driving the Neuter Commuter.
- 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

- Ability to write and type routine reports with accurate grammar, punctuation, and spelling.
- Ability to read, analyze, and interpret financial reports.
- Ability to communicate tactfully and courteously with members of the public, customers and employees of the organization.
- Highly skilled in conflict resolution.

- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to write speeches and articles for publication that conform to prescribed style and format.
- Ability to effectively present information to top management, public groups, boards and judges or juries.
- 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 percentages and to draw and interpret bar graphs.
- Ability to figure discounts, interest, proportions, and percentages.
- Ability to interpret detailed data and study manual work process to determine most effective methods for essential tasks.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to explain records and procedures to others, as a supervisor.
- Ability to exercise good judgment while dealing with the public.
- Knowledge of modern office practices and procedures and proper business English.
- Knowledge of Microsoft Office Suite programs.
- Knowledge of Animal Services' policies, procedures, and operations.
- Knowledge of Marion County Animal Control and Enforcement Ordinance and Florida State Laws Relating to Animals.
- Ability to read and interpret codes, ordinances, policies, procedures, rules, and regulations.
- Knowledge of Emergency Management policies and procedures pertaining to animals.
- Knowledge of humane restraint and handling techniques.
- Strong animal handling skills, including but not limited to, small animals, domestics, and exotics.
- Knowledge of responsible pet ownership, standard vaccine and preventative medicine scheduling, benefits of sterilization, and common shelter pet challenges in the home, along with the skill to effectively convey this knowledge to the public.
- Knowledge of communicable zoonotic disease symptoms.
- Ability to identify animals by breed, breed traits, assess behavior, and recognize common health conditions and symptoms of disease.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to cross-train for various other tasks.
- Knowledge of drug use regulations, euthanasia and disposal techniques, and bio-hazardous waste disposal.
- Ability to remain calm in stressful situations involving people and animals.
- Ability to communicate tactfully and courteously with members of the public.
- 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 participation in building a constructive team spirit where team members are committed to the goals and objectives of the team.

PHYSICAL DEMANDS

While performing the duties of this job, the employee will occasionally be required to climb, balance, and run; will regularly be required to talk or hear; and will frequently be required to stand, walk, use hands to finger, handle or feel, reach with hands or arms, stoop, kneel, crouch or crawl, smell, and to lift up to one hundred pounds. Special vision requirements include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Ability to work expeditiously and cautiously in a fast-paced environment. Agile physical reflexes necessary to avoid injuries to self, coworkers, and animals.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will frequently be exposed to indoor and outdoor weather conditions, wet or humid conditions, unpredictable animals, animal waste and blood, and cleaning chemicals. May experience high levels of occupational noise exposure while working in the kennels or in the field.

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.