



CITY OF BENTON

Animal Services Office Manager

Job Description

Job Title: Animal Services Manager

Department: Animal Services

Classification: Exempt

Reports to: Animal Services Director

EEO Category: Full-time

Pay Grade: \$36,400 - \$57,200

SUMMARY

The **Animal Services Office Manager** assists Animal Service Director with planning, coordinating, and managing personnel and operations within the Animal Services department. Facilitates adoptions and relocations of animals to homes or sources in the animal rescue network. Oversees the foster program. Position is deemed essential personnel and safety sensitive.

ESSENTIAL DUTIES

To perform this job successfully, an individual must be able to perform each of the following Essential Duties satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential duties of the position:

- Plans, organizes, schedules, and manages departmental services and operations.
- Receives and responds to citizen concerns/complaints.
- Monitors required records of supplies used in euthanasia. (i.e. safekeeping and strict utilization accounting)
- Coordinates distribution of City animal licenses/tags with area veterinarians for animal identification purposes.
- Orders departmental supplies, materials, and equipment as necessary.
- Assists departmental employees in the field as necessary.
- Receives money in person or by mail for fines, warrants and reports from the general public and records same in proper receipt books.
- May perform any duties of the department in the absence of personnel.
- Greets visitors and answers the telephone, provides information regarding Animal Services laws, ordinances, resolutions, and/or procedures.
- Maintains social media for reclaiming and adopting animals. Coordinates with various rescue groups in placing animals for adoption.
- Completes forms for adoptions and reclaims; collects fees and issues receipts.
- Schedules appointments with local veterinarians for sterilization and other medical procedures.
- Plans and schedules adoption fairs, educational programs for local organizations, and procuring volunteer services for care and grooming of animals.
- Maintains Petty Cash requests, reimbursements, and ledgers.
- Enters daily reports and citations in the computer and matches information in reports.

- Oversees records of intake and dispositions of impounded animals and daily inventory of animals.
- Oversees files of investigations.
- Receives citizen complaints and requests for services and relays to appropriate Animal Services personnel.
- Performs other duties as necessary or assigned.

This job description and the enumerated Essential Duties are intended to provide general guidelines for job expectations and the employees' ability to perform the position described. This is not intended to be an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned or assumed by the incumbent as necessary to fulfill the requirements of the position.

SUPERVISOR RESPONSIBILITY

The position of **Animal Services Office Manager** is responsible for the supervision of all department employees and carries out supervisory responsibilities in accordance with the Company's policies and applicable laws, ensuring adherence to Equal Employment Opportunity (EEO) guidelines. The position performs personnel actions, including performance appraisals and disciplinary actions, including discharges; interviews and selects candidates for employment; supervises the daily activities of the department, including, but not limited to, effectively delegating assignments, developing work schedules, and providing necessary training. The position demonstrates knowledge of and adherence to Equal Employment Opportunity (EEO) policy; shows respect and sensitivity for cultural differences; promotes a working environment free of harassment of any type; and builds a diverse workforce.

ENVIRONMENT & PHYSICAL ACTIVITY

The incumbent will spend most of the time performing this position in a professional office-type setting. The incumbent, while performing this position, spends time writing, keyboarding, speaking, listening, driving, seeing (such as close, color and peripheral vision, depth perception and adjusted focus), sitting, pulling, walking, standing, squatting, kneeling and reaching. The noise level in the work environment is usually moderate to loud. The office environment also has exposure to fumes, dust, toxic or caustic chemicals. The position requires regularly driving a motorized vehicle.

The incumbent for this position may operate any or all of the following: telephone, smart phone, copy and fax machines, adding machine (calculator), scanner and image systems, computer terminal, laptop computer, personal computer, tablet, printers, or other equipment as needed and/or directed.

While performing the functions of this job, the employee is continuously required to talk or hear; frequently required to walk, sit, reach with hands and arms; and frequently required to stand, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or

move more than 50 pounds. Specific vision abilities required by this job include close vision; and color vision.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

MENTAL DEMANDS

The incumbent in this position must remain current and informed on related regulatory updates, City ordinances/resolutions/policies and applicable Federal, States, Municipal statutes, rules, and regulations. He/she must be able to read and understand documents, instruments, and highly technical reports; perform detailed work; and problem solve. Incumbent must also display proficiency in analytical reasoning, math, language, presentation skills, and verbal and written communication with internal and external customers. He/she must educate citizens and the general public regarding City ordinances/resolutions/policies and the consequences of not adhering to them. Incumbent must be able to effectively manage deadlines, multiple concurrent tasks, and constant interruptions. He/she shall conduct departmental services/operations in a professional, effective and efficient manner. Incumbent shall schedule work activities during employee's absences (due to sick/vacation time) and distribute workflow appropriately. Incumbent must be able to work in a constant state of alertness and concentrate for long periods of time and foster a quality work environment by building employee trust and confidence.

SAFETY SENSITIVE

This position is designated as a safety sensitive position because it requires the regular handling of highly sensitive and confidential City and customer information and operating a motor vehicle on a routine basis. Performing this job in a discreet and professional manner requires alertness at all times. Any lapse of attention could have a significant financial impact on the City and its customers, or on others while operating a motor vehicle.

MINIMUM REQUIREMENT & COMPETENCIES

Basic experience, knowledge and training in Animal Services typically resulting from a combination of education or years of experience in Animal Services or the equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities to satisfactorily perform the essential functions of the positions.

Basic Qualifications:

- High school diploma, or equivalent
- Must possess a valid Arkansas Driver's license
- Proficient in Microsoft 365
- Proficient in relevant social media to increase department presence.

Knowledge

- Knowledge of regulatory requirements, City ordinances, applicable state and local laws regarding departmental services/operations (e.g., rabies, animal cruelty, euthanasia, etc.)
- Knowledge of budget processes.
- Knowledge of management principles and practices.

Skills

- Energetic personality with strong interpersonal communication.
- High attention to detail and accuracy.
- Strong sense of ownership and initiative, collaborative and flexible attitude.
- Skill in supervising personnel, services, and operations.
- Skill in communication orally and in writing.
- Skill in organization and scheduling of work activities.
- Skill in technical/regulatory/safety issues related to department functions.
- Skill in reading/interpreting statutes, regulatory requirements and City ordinances governing departmental operations.
- Skill in operation of personal computer and MS Word.

Abilities

- Ability to communicate in a positive, friendly manner to employees, supervisor, coworkers, clients, etc at all times.
- Ability to provide effective leadership/supervision to personnel, and services/operations.
- Ability to develop policies/procedures to ensure safe, efficient operations of facility.
- Ability to maintain rabies control programs.
- Ability to develop and accurately maintain departmental records as mandated or necessary.
- Ability to explain new or amended City ordinances/policies regarding departmental operations.
- Ability to monitor collection of fees and issuance of receipts.

ACKNOWLEDGEMENT

Management reserves the right to change this job description at any time according to business needs. This document does not represent a contract of employment and is not meant to alter the at-will status of an employee's employment in any way. The City of Benton reserves the right to change this job description and/or assign tasks for the employee to perform, at any time, with or without notice, as it may deem appropriate.

Employee Name: _____

Employee Signature: _____

Date: _____

