



## CLASS SPECIFICATION

**Class Title:** Shelter Services Supervisor  
**Department:** Animal Care and Control  
**FLSA:** Non-Exempt

**Job Code:** 6673  
**Grade:** 18  
**Eff. Date:** 01/01/1995  
**Revised:** 05/11/2022

### GENERAL PURPOSE

Under general supervision of the Animal Care and Control Deputy Director, performs supervisory duties over the shelter technicians.

### EXAMPLE OF DUTIES

Hires and supervises shelter technicians. Oversees all kennel operations and staff; ensures employees are properly trained on fundamentals of humane animal care and treatment, kennel safety, animal behavior, health examinations, vaccinations, cleaning/disinfecting procedures, and shelter protocol and procedures; assigns and monitors work; maintains a work schedule and approves leave requests; maintains accurate records of hours worked by employees; evaluates employee performance in accordance with Human Resources Policies and Procedures and established practices; addresses employee performance problems in a timely manner and recommends disciplinary action as necessary; organize and complete assigned work/projects while supervising and training others.

Ensures compliance with applicable policies, procedures, laws, ordinances and protocols regarding animal care and adoptions. Interprets and explains the Animal Care of Davis County ordinances and other state and local laws regarding animals. Responds to technical questions and complaints and resolves customer complaints at the shelter.

Ensures the kennel facility and equipment are in good operating condition; ensures kennel area is properly cleaned/sanitized and prepared for public access. Performs, trains and coordinates euthanasia with support of veterinary personnel. Identifies need for improvements and makes recommendations to the Deputy Director; ensures and maintains proper records of euthanasia activity.

Works with the Volunteer Coordinator to secure volunteer assistance. Works with the Foster and Rescue Coordinator to collaborate for foster and rescue needs. Works with the Health Care Team to ensure the health and well-being of the shelter animals. Updates the Deputy Director on all developments that may affect the care of the animals and/or shelter operations.

Makes decisions on matters regarding treatment of injured and/or sick animal; monitors the health conditions of animals and ensures that necessary care is provided to sick, injured, and quarantined animals; conducts objective animal assessments; communicates with the veterinary staff to ensure all animals are cared for and all adoptable animals are properly sterilized.

Receives telephone calls and handles questions or matters of the shelter or matters of a routine nature, and directs others to the appropriate staff member. Provides information and responds to questions and complaints. Composes and prepares letters, reports, and other documents; assists in drafting standard operating procedures; creates and maintains accurate records.

Works on weekends and holidays as necessary or as directed.

Operates applicable computer hardware and software programs/applications and other equipment.

Operates a motor vehicle in a safe manner and in compliance with all Utah laws and regulations.

Performs related duties as assigned.

### **MINIMUM QUALIFICATIONS**

**1. Education and Experience:**

High school graduation plus at least four (4) years of full-time related animal control, animal welfare, or closely related experience; an acceptable combination of education and experience may be considered.

*Preference for* related supervisory experience.

*Preference may be given for* college coursework in animal studies or business management.

**2. Special Qualifications:**

Must have, or obtain within six (6) months of hire date, a valid euthanasia certification including completion of a euthanasia training program.

Employees driving a personal or a County vehicle for job related travel must possess a valid driver license, maintain the minimum vehicle liability insurance as specified in the Utah Code, and must operate a motor vehicle in a safe manner; new employees with an out-of-state license must obtain a valid Utah Driver License within sixty (60) days of hire date (exceptions for military personnel and their dependents).

**3. Necessary Knowledge, Skills and Abilities:**

**Knowledge of:** applicable federal and state laws and regulations; County and municipal animal care/control ordinances; department policies, procedures, and practices; animal behavior and humane treatment of animals; animal control investigative methods; terminology specific to animal care/control management; effective supervisory principles and practices; Personnel policies, procedures, and practices.

**Skill in:** operating a variety of modern office equipment; using all applicable computer hardware and software applications; using other equipment used in the care and control of animals.

This position requires the driving of a motor vehicle; skill in operating a motor vehicle in a safe manner; ability to ensure the motor vehicle is operating in a safe manner; knowledge of Utah motor vehicle rules and regulations.

**Ability to:** assign, monitor and evaluate the work of others; address performance problems in a timely manner; resolve employee conflicts; train new employees; conduct objective animal assessments; perform public speaking and conduct public presentations to audiences of various sizes; compose and prepare letters, reports, and other documents; create and maintain accurate records; respond to complaints; remain calm under stressful conditions; interpret County and departmental policies and procedures; work on weekends and holidays; organize and complete assigned work/projects while supervising and training others; exercise sound judgment; solve

problems and make sound decisions; maintain confidentiality; communicate effectively (orally and in writing); follow written and oral instructions; establish and maintain effective working relationships with supervisors, other employees, veterinarians, other agencies and the general public.

### WORKING CONDITIONS

Work in stressful and noisy conditions. Required to stand, walk, stoop, kneel, crouch, climb and manipulate (lift, carry, move) up to 100 pounds; work outdoors in varying temperatures and climates; work with aggressive and potentially vicious animals; work in an environment with exposure to deceased, sick and injured animals, animal matter, hair and noxious odors; work with cleaning materials; use strength and agility while working with active animals. Presents a professional appearance to the public at all times.

This position requires working shifts, including weekends, and holidays.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. ***All requirements are subject to possible modifications to reasonably accommodate individuals with disabilities.***