

CLASS SPECIFICATION
Animal Services Office Supervisor

GENERAL PURPOSE

Under general supervision, plans, lays out, supervises, reviews and evaluates the work of assigned division clerical and office support staff; performs varied and difficult office administrative and secretarial support functions to the Animal Services Division Manager; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Animal Services Office Supervisor is responsible for planning, supervising and evaluating the work of a staff of clerical and office support staff and participating in providing complex and responsible administrative and secretarial support functions requiring a thorough knowledge of division policies and procedures. Duties and responsibilities are carried out with considerable independence within the framework of established policies, procedures and guidelines.

Animal Services Office Supervisor is distinguished from Animal Services Assistant in that an incumbent in the former class is responsible for supervising division office support staff and for performing a variety of complex and difficult administrative and secretarial support duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Plans, organizes, supervises and evaluates the work of assigned staff; with staff, develops, implements and monitors work plans to achieve assigned goals and objectives; contributes to development of and monitoring of performance against the annual division budget; participates in developing, implementing and evaluating work programs, plans, processes, systems and procedures to achieve division and City goals, objectives and performance measures consistent with the City's quality and service expectations.
2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City's human resources policies and labor contract provisions.
3. Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving division objectives and service expectations; provides leadership and participates in programs and activities that promote a positive employee relations environment.

4. Directs the daily operation of the Animal Shelter office; plans, organizes, integrates, supervises and evaluates the work of assigned office support and clerical staff; prepares assigned employee work schedules; analyzes and resolves office and administrative problems and issues.
5. Receives and screens visitors and telephone calls, providing information and handling issues that may require sensitivity and use of sound independent judgment; responds to inquiries and complaints from the public, refers the complaint to appropriate staff and/or takes or recommends action to resolve the complaint.
6. Provides complex and confidential secretarial and administrative support to the Animal Services Division Manager; types, composes and revises memoranda, correspondence, contracts, specifications, reports and other documents and reports; ensures materials and reports for signature are accurate and complete; proofreads and checks typed and other materials for accuracy, completeness and compliance with standards, policies and procedures; reviews, determines the priority and routes incoming correspondence.
7. Compiles and prepares a variety of routine financial and statistical reports; records, posts and files documents and other materials; prepares and processes invoices and purchase requisitions; orders division office supplies; establishes, maintains and cross-indexes office files.

OTHER DUTIES

1. Handles a variety of animals as needed.
2. Supervises the division's animal licensing program.
3. Supervises and coordinates animal services dispatch operations.
4. Maintains the department's animal management system and trains employees in its use, as needed.
5. Orders medical supplies including vaccinations and controlled substances.
6. May assist in supervision of shelter operations as directed by the manager.

QUALIFICATIONS

Knowledge of:

1. Office administrative and management practices and procedures.
2. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
3. City and division organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.
4. Advanced uses of word processing, spreadsheet, database and other standard software to create complex documents and materials requiring the interpretation and manipulation of data.
5. Basic research techniques, methods and procedures.

6. Basic principles and practices of public administration, including budgeting, purchasing and maintenance of public records.
7. Operation and use of the division's Chameleon animal management system.
8. City human resources policies and procedures and labor contract provisions.
9. Principles and practices of effective supervision.

Ability to:

1. Operate a computer, word processing and spreadsheet software and other standard office equipment.
2. Type accurately at a speed necessary to meet the requirements of the position.
3. Organize, set priorities, take initiative and exercise sound independent judgment within areas of responsibility.
4. Interpret, apply, explain and reach sound decisions in accordance with regulations, policies and procedures.
5. Organize, research and maintain complete and extensive office files.
6. Compose correspondence and prepare documents from brief instructions.
7. Communicate clearly and effectively, both orally and in writing.
8. Understand and follow written and oral instructions.
9. Prepare clear, accurate and concise records and reports.
10. Maintain highly sensitive and confidential information.
11. Use a high degree of tact, diplomacy and discretion in dealing with sensitive situations and concerned citizens.
12. Establish and maintain highly effective working relationships with City management, staff, vendors, the public and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and five years of administrative support or secretarial experience, at least one year of which was in a lead or supervisory capacity; or an equivalent combination of training and experience. An incumbent must be willing to handle a variety of animals in the course of employment.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

Current, valid PC832 certification.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to sit, walk and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and lift up to 25 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this job, an employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve non-routine and difficult office administrative problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with City management, staff, vendors, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet. The employee may occasionally be required to work in outside conditions, exposed to wet and/or humid conditions, where the noise level may be loud.