**Class Summary**

This responsibilities of the classification involve providing direction to staff, monitoring, and coordinating the daily operations of the Regional Animal Services of King County (RASKC) pertaining to animal care, placement, customer service, and programs to ensure constant humane care and treatment of sheltered animals. Incumbents must be sensitive to potential community reaction to activities at the shelter.

**Distinguishing Characteristics**

This is the second level in a two-level classification series. This classification is distinguished from the first level, Animal Care Technician, in that incumbents lead and schedule the work of assigned staff, evaluate and train assigned staff, and direct daily operations. This classification is distinguished from the Animal Control Officer Sergeant in that incumbents are not responsible for enforcement of King County and contracted cities’ animal control ordinances and regulations in the field.

**Examples of Duties**

1. Provide daily direction to staff including assigning work, training, scheduling, evaluating and documenting work performance formally and informally, providing feedback for performance evaluations, and other administrative duties.
2. Oversee and coordinate the daily shelter operations of the Regional Animal Services of King County**,** including proper cleaning and sanitization, toensure animals are receiving the highest standard of care.
3. Ensure proper safety procedures are in place and followed in accordance with federal, state, and county regulations and policies.
4. Develop standard operating procedures and ensure that they are current, communicated, and followed by staff and volunteers. Leads initiatives to improve processes and procedures as needed.
5. Develop and implement shelter programs, goals, and objectives, including training for animal care staff.
6. Participate in inter-departmental and external meetings and discussions to support and develop county initiatives.
7. Communicate and transfer information to the Seattle Animal Shelter regarding the sale of City of Seattle licenses.
8. Investigate impounded animals to locate owners involving communicating with the medical examiner’s office, hospitals, and jails.
9. Oversee animal flow within the shelter, communicating with subordinates and other departments to decrease length of stay.
10. Perform opening and closing of the facility, front desk, and all buildings, ensuring the facility is locked and secured.
11. Monitor, with staff, animals in care for signs of illness, injury, or unusual behavior; perform behavior assessments; notifying veterinarians or managers as warranted
12. Respond to difficult and complex complaints, including direct handling of problematic complaints and inquiries from citizens by phone, email, and in person.
13. Completes daily recaps of transactions and ensures staff are following cash handing duties.
14. Responsible for purchasing equipment, cleaning supplies, and animal food and other items needed for the shelter.
15. Other duties as assigned.

**Knowledge/Skills**

Knowledge of State and County laws and regulations regarding animal welfare, licensing and control

Knowledge of applicable ordinances for cities that contract for services

Knowledge of animal welfare groups and organizations

Knowledge of animal behavior, humane animal treatment, welfare and progressive shelter management practices

Excellent verbal and written communication skills that include knowledge of proper English grammar, usage, punctuation, and spelling

Excellent mediation, facilitation and problem solving skills

Skill in prioritizing and managing multiple complex tasks and projects simultaneously

Skill in customer service including the ability to use discretion, patience, etiquette, and professionalism both in person and on the telephone

Skill in communicating with a variety of individuals from diverse backgrounds

Skill in working on a team

Skill to effectively lead and manage staff and positively interact with a variety of people in a diverse work environment

Skill in the use of personal computers, including word processing, email, and database management software

Ability to maintain confidentiality when handling sensitive information

**Education and Experience Requirements**

Three (3) years of experience working with animals in a veterinary hospital, humane society, or other animal facility. Other combinations of education and experience may be considered in substitution for the minimum qualification.

**Licensing, Certification and Other Requirements**

Ability to lift and carry animals weighing 50 pounds with or without assistance

Additional licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required.

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| **FLSA Designation** | Non-Exempt |
| **Service Status** | Career Service  |
| **EEO Code** | 8 |
| **Levels within same series** | Animal Care Technician and Animal Shelter Administrator |
| **Class History** | November 2019 |