

THE CITY OF LOS ANGELES



CIVIL SERVICE COMMISSION

CLASS SPECIFICATION

03-22-2018 DISTRICT SUPERVISOR ANIMAL SERVICES, 4320

Summary of Duties: A District Supervisor Animal Services plans, organizes, and directs the work of animal care and control personnel engaged in animal care and control activities at one or more District Animal Care and Control Centers and does other related work. A District Supervisor Animal Services uses sound supervisory principles and techniques to build and maintain an effective work force and satisfy equal employment opportunity responsibilities.

Class Characteristics: A District Supervisor Animal Services is responsible for the total operation of one or more District Animal Care and Control Centers. An employee in this class plans and directs:

- Overall field enforcement and animal licensing activities in the district.
- Impounding, care, and disposition of wild, domestic, and dangerous animals at the shelter.
- Kennel and office operations at the shelter.
- The district administrative hearing program.

A District Supervisor Animal Services performs other administrative duties such as informing the public about animals and appearing before legislative bodies to discuss animal care and control.

Incumbents in the class of District Supervisor Animal Services, as bona fide supervisors, perform the full range of supervisory activities. These include applying discipline, processing and resolving grievances, and rating employee performance.

An employee in this class may assist the Assistant General Manager and General Manager Department of Animal Services plan, coordinate, and administer department activities. A District Supervisor Animal Services receives supervision in the form of oral and written instructions, policy directives and special instructions from the Assistant General Manager or General Manager Department of Animal Services.

Examples of Duties:

- Plans, organizes, and reviews the activities of Animal Care Technician Supervisors and Senior Animal Control Officers.
- Supervises, through senior clerical personnel, shelter office employees who:
 - Give information to the public about animal regulation activities.
 - Dispatch Animal Control Officers in response to calls from the public.
 - Release animals to owners or sell them to the public.
 - Issue licenses and collect license and pound fees.
 - Enter and retrieve information from the Animal Management Information System (AIMS) database.
 - Maintain shelter records.

- Selects, orients, assigns, trains, evaluates, counsels, and disciplines employees using job-related criteria.
- Gives equal employment opportunity information to employees.
- Fulfills supervisory responsibilities related to equal employment opportunities including helping employees prepare for promotion.
- Prepares, and supervises the preparation of, reports on animal regulation activities and investigations.
- Investigates, or supervises the investigation of, complaints from private citizens or outside agencies concerning:
 - The care, treatment, control, and disposition of animals.
 - Subordinates' conduct and Departmental policies and procedures.
- Supervises the preparation and assembling of evidence and file cases for criminal prosecution by the City Attorney.
- Supervises the enforcement of State and local laws on rabies control, licensing of animals and the collection of license fees.
- Arranges for repairs and maintenance of shelter buildings and equipment.
- Determines and submits budget and work program estimates for the animal care and control district.
- Makes recommendations for improving departmental methods, procedures, and policies.
- Represents the department at community meetings and before various political bodies and other City agencies.
- Maintains good public relations with civic and community groups in the district served by the shelter.
- May interview witnesses and question persons regarding animal regulations citations.
- May analyze and report to management the effect of proposed animal care and control legislation upon the City and department procedures.
- May coordinate various departmental activities such as:
 - Capital improvement projects.
 - Maintenance of the department's physical stores.
 - Civil defense.
 - In-service training programs and humane education.
- May serve on department committees.
- May represent the department in court.
- May act as the management representative and participate in the meet and confer process for department management.
- May act for the General Manager Department of Animal Services or Assistant General Manager in either person's absence.
- May be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications:**Knowledge of:**

- City Charter provisions, State laws, and City ordinances on animal control, care, treatment, and licensing responsibilities of the Department of Animal Services.
- The organization, purposes, policies, and procedures of the Department of Animal Services.
- The operations, maintenance, and security procedures of a District Animal Care and Control Center.

- Principles and procedures of a District Animal Care and Control Center organization and administration such as:
 - Purchasing practices and inventory control.
 - Budget estimation, preparation, and control.
 - Office management and control.
 - Conducting administrative hearings.
- The laws of arrest and the types of evidence acceptable in court.
- Supervisory principles and practices including planning, delegating, and controlling the work of employees.
- Techniques for counseling, disciplining, training, instructing, and motivating employees.
- Techniques for evaluating employee work performance.
- Procedures for handling grievances.
- Supervisory equal employment opportunity responsibility.
- Effective safety principles and practices.
- Habits, care, feeding, shelter, and treatment of various wild and domestic animals.
- Equipment and methods appropriate for wildlife abatement and control.
- Common infectious and contagious diseases of animals, their symptoms, and first-aid treatments.
- Methods used to clean and disinfect animal shelters.
- Types of equipment carried on an animal control vehicle for various types of field calls.
- State laws concerning rabies control.
- Memoranda of understanding as they apply to employees.
- The Animal Management Information system (AIMS) to enter or retrieve information.
- Functions of other City departments and governmental agencies which interact with district animal shelter operations on animal care and control issues.
- City personnel rules and policies.

Ability to:

- Establish and maintain a work environment to enhance both employee morale and productivity.
- Devise operating procedures and controls governing shelter operation and enforcement activities.
- Make investigations and prepare accurate and detailed reports, including sound recommendations.
- Gather evidence and prepare complaints used as part of a court action.
- Deal tactfully and effectively both orally and in writing.

Minimum Requirements:

1. Two years of full-time paid experience with the City of Los Angeles as a Senior Animal Control Officer; **or**
2. Four years of full-time paid experience with the City of Los Angeles as an Animal Care Technician Supervisor.

License: A valid California driver's license is required.

Physical Requirements: A District Supervisor Animal Services must have the strength to lift 5 pounds. In an emergency situation, a person in this class may have to lift animals weighing over 25 pounds. In addition, a District Supervisor Animal Services must have good speaking and hearing abilities and good eyesight.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to reasonably accommodate the limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties, responsibilities, and required qualifications of any position shall be.