



Field Operations Manager

Class Code:
B91904

Bargaining Unit: Non Represented

SALARY RANGE

\$28.53 - \$39.92 Hourly
\$4,635.48 - \$6,487.59 Monthly
\$55,625.81 - \$77,851.07 Annually

GENERAL PURPOSE:

Performs administrative and management work supervising the resources, operations and personnel of the Field Operations Division of the Spokane County Regional Animal Protection Service (SCRAPS) Department.

ESSENTIAL JOB FUNCTIONS:

(duties include, but are not limited to) :

Manages Field Operations Division personnel, including making hiring recommendations/decisions, training, assigning and evaluating work and administering disciplinary actions as needed. Prepares work schedules; approves vacations and other scheduled time off; coordinates weekly staff assignments. May participate in labor negotiations.

Develops and implements policies, procedures, goals and objectives, work standards and training sessions in the areas of field enforcement and animal control; establishes division priorities.

Participates in the development, justification and administration of the division's annual operating budget; provides data and assists in forecasting additional funds needed for staffing, equipment, materials and supplies; assists in the monitoring of and approval of expenditures.

Reviews reports and recordkeeping activities filed by assigned personnel for completeness, accuracy, adherence to laws, ordinances, regulations and codes, as well as policy and procedure guidelines.

Responds to and resolves citizen complaints concerning actions taken by an Animal Protection Officer or violations of animal protection ordinances, including but not limited to animals running at large, bites, property damage, or injuries; responds to and resolves citizen complaints concerning impounded, adopted or redeemed animals. Maintains effective and efficient public relations when dealing with the public; serves as Field Operations Division

liaison before interested groups, law enforcement and other agencies to resolve difficult or sensitive animal problems.

Conducts potentially dangerous dog reviews and makes final determination; participates in dangerous dog administrative hearings as designated by the Director. Represents SCRAPS at related appeals to the Hearing Examiner.

Reviews and initiates Spokane County and Washington State legislative changes affecting assigned functions; interprets applicable state laws, regulations and procedures for assigned functions. Assists Animal Protection Officers in the interpretation of state and local laws and ordinances.

In the absence of the Director and/or other Division Managers, supervises and monitors a variety of functions performed by SCRAPS office staff including radio dispatching, telephone answering, customer service, the issuing of licenses, record-keeping, etc.

Oversees the process for obtaining applicable search warrants, court orders and other legal documents as needed; supervises investigations; researches and recommends changes to provide solutions.

May respond to assist/advise Animal Protection Officers in the field including but not limited to after-hours emergencies.

Promotes humane awareness toward the care and treatment of animals through education and by example.

Conducts division staff meetings on a regular basis; ensures the division runs smoothly and functions efficiently.

Performs duties of lower level classifications, as needed in emergent situations, to provide adequate coverage and customer service; works as a team with division staff to ensure cross functionality and back up support as needed.

Oversees animal control fleet operations and maintenance.

Performs other duties as assigned.

EDUCATION AND EXPERIENCE REQUIREMENTS:

An Associate's Degree in Animal Sciences, Business Administration, Public Administration, Criminal Justice or a related field and five (5) years' experience performing duties related to the work activities and responsibilities of the position. Experience must include 1 year in a lead/supervisory role and extensive public contact. An equivalent combination of related coursework and experience may be considered.

License: Valid lawful driver's license must be maintained throughout term of employment. Must successfully complete the requirements for Washington State Board of Pharmacy legend drug certification and CPR/First-Aid certification within six (6) months of hire.

Commission: Must be commissioned by the Spokane County Sheriff within six (6) months of appointment. Commission must be maintained throughout term of employment.

Note: Weekend shift work may be required. Must be available 24/7 as backup for Animal Protection Officers after hours and/or on critical cases;

KNOWLEDGE, SKILLS, AND ABILITIES:

Considerable Knowledge of:

- laws, codes and regulations pertaining to animal protection and control.
- effective public relations practices.
- principles of supervision, training and performance evaluation.
- strategic planning techniques and principles.
- policy development and analysis.
- personal computer and software related to performing the duties of the job.
- English usage, spelling, vocabulary, grammar and punctuation.
- principles and procedures of record keeping and reporting.
- animal shelter and rescue trends, including frequent review of current information from a variety of sources related to animal shelters and animal rescue in the areas of planning, administration, goals and objectives, and federal/state laws pertaining to safety and health issues.

Ability to:

- plan, direct and schedule the work of others
- supervise, train, motivate and evaluate staff; exercise appropriate disciplinary action when necessary.
- interpret, explain and ensure compliance with SCRAPS animal protection policies and procedures.
- exercise sound independent judgment, initiative, flexibility, creativity, sensitivity and good human relations and problem solving skills in the application and follow through with decisions.
- respond appropriately to complaints and questions from the general public; maintain composure and deal tactfully and objectively when confronted with hostility and verbal abuse.

Ability to (cont.):

- analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations.
- prepare and maintain accurate and complete records.
- maintain confidentiality of sensitive information.
- communicate effectively both orally and in writing to audiences of various socioeconomic, ethnic and cultural backgrounds, often where relations may be confrontational or strained.
- establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

Physical requirements include:

- lifting over 50 pounds.
- walking, running and working outdoors in inclement weather.
- performing those physical maneuvers necessary in controlling animals.

CLASSIFICATION STANDARDS (NOT USED ON NEWER CLASS SPECS):

Under the administrative direction of the Director, the individual in this classification is responsible for the administration and supervision of the Field Operations Division of SCRAPS; serves as part of the management team. Work is performed with considerable independence within established scope of responsibility and authority and is reviewed through reports, conferences and meetings. This classification is distinguished from the Lead Animal Protection Officer and Animal Protection Officer classifications by its emphasis on administrative, supervisory and oversight responsibilities.

BEHAVIORAL STANDARDS:

Respectful, courteous and friendly to customers, other county employees and County leadership. A team player that helps the organization meet its objectives. Takes initiative to meet work objectives. Effectively communicates with customers and other County employees. Gets along with co-workers and managers. Positively represents the County, maintaining the trust County residents have placed in each of us. Demonstrates honest and ethical behaviors.

ESTABLISHED / REVISED DATES:

12/15/2011 (Revised 6/6/13)
(Replaced Animal Protection Operations Manager 10/31/13)