

Director of Animal Control Job Description • Juneau Animal Rescue

JOB TITLE:	<u>Director of Animal Control & Protection</u>	REPORTS TO:	<u>Executive Director</u>	ANNUAL SALARY:	<u>\$65,000-\$75,000</u>
-------------------	--	--------------------	---------------------------	-----------------------	--------------------------

ESSENTIAL DUTIES AND PRIMARY JOB PURPOSE *includes the following. Other duties may be assigned.*

This is a one-person manager position that exercises considerable initiative and judgment in carrying out assignments and reports directly to the JAR Executive Director. The Animal Control Director oversees and acts as the appointing authority for the department and is responsible for managing the overall department activities, including formulating and administering policies. The Director:

- Oversees and supervises the daily activities of the Animal Control Department to ensure a progressive approach to Animal Control and field services that relies upon educating the public and protecting the health, safety, and welfare of people and domestic animals in the City and Borough of Juneau.
- Supervises three full-time Animal Control Officers in the shelter and in the field, assigns duties, provides and schedules training in relevant areas such as animal care/handling, collecting evidence, chain of custody, interviewing procedures and techniques, investigating cruelty cases, dangerous dog cases, dealing with hostile people, diffusing tense situations, etc.
- Develops work schedules, evaluates subordinates, recruits and hires Animal Control Officers.
- Keeps staff informed of current issues, best practices, and trends to ensure efficient and effective Animal Control operations.
- Handles all public relations programs and elevated customer service matters. Responds to media requests, writes press releases, and resolves high-level and sensitive issues.
- Responds to all operational and legal information requests, including providing statistics and Animal Control records requests.
- Acts as an information resource and contact for community groups or organizations interested in animal welfare, may attend meetings as a speaker or resource person. Contacts are typically with elected and appointed officials, law enforcement personnel, other city government personnel, court personnel, attorneys, members of the news media, veterinarians and staff, representatives of social service agencies, and members of the public.
- Uses excellent communication skills, shows understanding, friendliness, courtesy, diplomacy, empathy, and politeness towards others; develops and maintains effective relationships with others; this position includes effectively dealing with individuals who may be difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.
- Works in stressful situations with patience and diplomacy while often handling difficult individuals and animals. Possesses the ability to diffuse potentially dangerous and highly emotional situations.
- Enforces local and State laws and ordinances concerning the care, use, treatment, licensing, vaccinating, and impounding of animals. Provides public education regarding relevant domestic animal laws, humane animal care and responsible pet ownership.
- Must have a demonstrated ability to read, understand, and explain applicable State and local laws, regulations, and ordinances; obtains cooperation and compliance from pet owners while exercising tact and independent judgment.
- Prepares clear and concise written investigative reports for use in court hearings and other legal situations, presents a positive public image, develops working relationships with co-workers, agencies, and organizations.

TASKS & MAJOR RESPONSIBILITIES

1. The work consists of varied management, supervisory, and administrative duties as well as working as one of four field officers. Working with sick, wounded, and aggressive animals as well as angry and aggressive people contributes to the complexity of the position.
2. Provides assistance and advocacy to animals in need.
3. Follows up on citizen complaints against Animal Control Department employees and recommends disciplinary action when required.
4. Participates in reviews of Animal Control fees and fines in coordination with the City Attorney's office and the CBJ Assembly to

ensure effective enforcement activities and appropriate animal control and shelter fees. Prepares and maintains monthly statistics for the City and Borough of Juneau.

5. Attends monthly meetings, serving as the Community Group member seat on the CBJ's Local Emergency Planning Committee (LEPC).
6. Routinely patrols designated areas in an animal control vehicle or on foot to search for stray, sick, injured, or dead animals and provides services as needed. Enforces local animal laws and ordinances such as canine licensing, rabies vaccinations, quarantining, animal bites, leash laws, barking complaints, animals at large and in traffic, Dangerous Dogs, etc.
7. Conducts general investigations of animal related problems such as objectionable animal complaints, neglect, cruelty, and abandonment. Collects evidence and prepares written investigative reports that may be introduced as legal court documents.
8. Arbitrates disputes when necessary. Enforces CBJ Title VIII ordinances by issuing written & verbal warnings or citations when necessary. Appears for scheduled court hearings and testifies regarding civil infractions, custody hearings, bite case lawsuits, and criminal cruelty charges.
9. Takes custody of and confines stray, distressed, injured, and nuisance domestic animals in the most safe, humane, and approved manner possible. May administer basic first aid to animals in the field. Transports animals to sheltering facility or veterinary clinic. Picks up and disposes of dead animals on roadways or other areas.
10. Prepares animal remains and transports to State Lab for rabies testing. Works closely with the JAR and State Veterinarian in suspected rabies cases.
11. Responsible for classifying Potentially Dangerous and Dangerous Dogs in the CBJ. Presents at classification appeal hearings in front of the Animal Hearing Board and the City Assembly.
12. Independently, or in conjunction with a licensed veterinarian, makes decisions regarding euthanasia of impounded animals for health, humane, or behavioral reasons. Assists with or performs euthanasia of terminally ill or extremely aggressive animals when necessary.
13. Carries and uses department issued safety gear and defensive weapons, such as body armor, Taser, gel-pepper gun, and ASP baton.

QUALIFICATION REQUIREMENTS: *To perform this job successfully, an individual must be able to perform each essential duty and task satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.*

1. The qualified applicant will possess strong leadership, supervisory, and team-building skills. Must have exceptional communication and problem-solving abilities. This position requires an individual to exhibit emotional maturity, critical thinking, management skills, and open-mindedness.
2. **Three or more years' experience in an Animal Control environment or equivalent.** (Substitute: Three or more years as a Law Enforcement Officer, Veterinary Technician, Kennel Owner, or Animal Behaviorist.) ***Supervisory or management experience in one of these fields is highly desirable.***
3. Must have a high school diploma or the equivalent. (****An Associate or Bachelors degree and/or background in Law Enforcement, Animal Science, Veterinary Science, Communications, Social Work, or related fields is preferred but not required.****)
4. Must have adequate animal handling skills and experience. Handling of fractious, aggressive animals is highly desirable.
5. Thorough knowledge of the rules, regulations, and policies of the Animal Control Unit.
6. Recognizes and uses correct English grammar, punctuation, and spelling; communicates information, ideas, or messages in a brief, clear, and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.
7. Must be willing to undergo a rigorous training period that will include but not be limited to: learning the physical and behavioral characteristics of animals, breed identification, learning about and recognizing symptoms of rabies and other common animal diseases, safe animal handling techniques; animal capture and restraint methods. Must be willing to handle sick, injured, dangerous, or dead and decomposing animal carcasses in a safe and humane manner.
8. Must be willing to undergo a rigorous training period that includes but is not limited to: interview and evidence collection; dangerous dog handling, general animal handling techniques; law enforcement techniques, principles and practices; animal capture and restraint methods; State and local ordinances; legal and court room proceedings.

9. Has experience working with confidential information. Behaves in an honest and unbiased manner. Shows consistency in words and actions. Models high standards of personal and professional ethics.
10. Ability to use a logical, systematic, and sequential approach to address problems or manage a situation by drawing on one's knowledge and experience base. Calls on other references and resources, as necessary.
11. Has working knowledge of using social media databases for information concerning past and potential crime and events.
12. Ability to travel out of state for advanced training (1 week in the first 6 months of employment).
13. Ability to maintain strict confidentiality.
14. Ability to work and make reasonable decisions in highly stressful situations.
15. Proficiency in Windows, Word, and Excel.
16. Valid driving license with a clean driving record.
17. Willingness to submit to drug and alcohol screening.
- 18. Due to the occupational risk, must be willing to be vaccinated against RABIES.**
19. Must be 25 years of age or older.
20. Must be able to move animals or objects weighing up to 100 lbs.
21. Must be able to work in the field regularly, wear a uniform, work shifts, weekends and be on-call at least 1-2 nights per week as required.
22. Must show successful completion of a criminal background investigation at the time of an interview.

Additionally, successful candidates will demonstrate the following knowledge, skills, & abilities (KSAs):

- Ability to effectively communicate, including writing and editing.
- Ability to supervise multiple staff and handle personnel issues effectively.
- Ability to lead and effectively collaborate with a team.
- Exceptional skill and ability to manage all field services.
- Strong problem-solving and decision-making skills.
- Ability to multi-task and prioritize duties in a dynamic and fast-paced environment.

If you meet all qualification requirements for this position, please submit each of the following to: admin@akjar.org:

1. Cover letter outlining your qualifications as they relate to the responsibilities, minimum qualifications, and knowledge, skills, and abilities (KSAs) listed above
2. Resume
3. Three professional references; and
4. A separate writing sample of your choice.

The cover letter, resume, and writing sample will be used to determine which applicants will advance to the interview phase. Only qualified applicants will be contacted.