



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 671.8

Job Title: **ANIMAL ENFORCEMENT MANAGER**

Pay Grade: 27

GENERAL SUMMARY:

Performs administrative functions in the management and coordination of the operations and procedures for the ARA/BARC/Animal Enforcement Field Operation and Investigation Section.

RESPONSIBILITIES:

- Manages operations, develops and implements policies and procedures, and evaluates division performance.
- Oversees payroll, personnel and purchasing procedures and policies for the division.
- Leads, develops and evaluates subordinates. Interviews job applicants and counsels employees regarding division procedures/policies and disciplinary actions.
- Develops and manages financial operations for the section, including budget planning, revision, Integration, and oversight and expenditure control.
- Investigates and responds to special requests and complaints from the general public that exceed the authority of subordinates.
- Researches and develops responses to inquiries from external organizations.
- Coordinates activities with other departments, agencies, and community groups.
- Prepares reports on division operations and coordinates special projects, including planning, research, presentations and promotions.
- Confers with legal department on legal actions and appears in court when needed.
- Reviews and recommends changes to city ordinances and state laws.

SPECIFICATIONS:

KNOWLEDGE:

Requires a Bachelor's degree in Public Administration, Business Administration or a related field.

EXPERIENCE:

Four years of animal control experience, two years of which must have been in a supervisory capacity.

Experience as a Senior Animal Control Officer or an Animal Control Supervisor may be substituted on a year-for-year basis for the education requirement.

Certification: State of Texas Animal Control Certification required.

COMPLEXITY:

Work is substantially complex and varied, and requires the interpretation of technical and detailed guidelines, policies and procedures in combination. Analytic ability is needed to gather and interpret data where answers can be found only after careful analysis of several facts.

IMPACT OF ACTIONS:

Errors in work may lead to moderate costs and problems, and may have minor impact on the short-term performance of the City. The incumbent works under general direction, subject to broad goals and policies. The incumbent participates in setting his/her own work objectives.

SPECIFICATIONS (cont'd):**SUPERVISION EXERCISED:****Direct Supervision:**

Schedules, directs and evaluates work of Assistant Managers and/or first-line supervisors. Exercises significant input and/or approval of personnel actions such as hiring, terminations, and pay changes.

Indirect Supervision:

Directs work of staff through subordinate Managers and Supervisors.

CONTACTS:**Internal Contacts:**

Level of internal contact is primarily with Managers and Assistant Directors. Interaction involves some explanation and persuasion leading to resolution of moderately complex issues; e.g., project coordination and higher-level problem resolution.

External Contacts:

Level of external contact is primarily with lower-level service representatives and vendors and occasionally with citizens, visitors and/or mid-level government agencies, guests, vendors and professional contacts with allied organizations. Interaction involves some explanation and persuasion leading to resolution of moderately complex issues; e.g., project coordination and higher-level problem resolution.

PHYSICAL EFFORT:

The position is physically comfortable, the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

- Animal Enforcement Officer Trainee
- Animal Enforcement Officer
- Animal Enforcement Investigator
- Senior Animal Control Officer
- Animal Enforcement Supervisor
- Animal Enforcement Manager

Effective Date: December 2015