



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 676.5

Job Title: **BARC ADMINISTRATION MANAGER**

Pay Grade: 26

GENERAL SUMMARY:

BARC Animal Shelter and Adoptions is Houston's municipal animal shelter and adoption center. BARC's Administration Manager's key responsibilities include, but are not limited to development and oversight of multiple areas within BARC such as, Veterinarian compliance, Front counter Customer Service and Animal licensing division goals and objectives. The BARC Administration Manager must manage staff through direct and indirect supervisors, develop policies and procedures related to division activities, and conduct short and long range planning.

RESPONSIBILITIES:

- Confers with and represents the division and the department in meetings with other City departments and divisions; serves as the division's representative with a variety of public, business and community organizations; fosters collaborative relationships to the benefit of the division, department and the City.
- Increase education and compliance of animal licensing through consistent communication, preparation and execution of monthly outgoing renewals, invoices, and notices to citizens.
- Evaluate division performance and recommend new strategies for performance improvements to obtain maximum productivity.
- Build and maintain a positive rapport to uphold an effective compliance program with the Veterinarian community and citizens of Houston, including promoting heightened awareness of City ordinances, and understanding of new and existing compliance issues and related policies and procedures.
- Plan, develop and implement long and short term objectives for front counter and in-house licensing, scheduling of daily operations, and evaluating and increasing monthly revenue.
- Positively lead the customer service teams by creating a set of robust customer service guidelines promoting Legendary Customer Service within BARC.
- Monitors and directs daily operations for front counter and in-house licensing to ensure that policies and procedures are being followed, that long and short term goals and objectives are met, and that services are being provided efficiently and effectively; personally handles escalated situations with citizens for the division.
- Work on special assignments and at organized events to promote BARC and educate citizens within targeted communities.
- Strongly demonstrate as a goal oriented, self-motivated, and consistent performer, able to manage multiple priorities in a constant changing, fast-paced environment.
- Possess strong and effective communication skills while working with a variety of people to efficiently problem solve and build consensus.
- Provides for the selection, training, professional development and work evaluation of subordinate staff; makes decisions on hiring, termination, promotion and discipline as required.

SPECIFICATIONS:

KNOWLEDGE:

Requires a Bachelor's degree in Business Administration, Accounting, Political Science, Psychology or a field closely related.

EXPERIENCE:

Six years of progressive professional experience related to Animal Enforcement, including responsibility for personnel, administration, accounting or a closely related field are required.

A Master's degree in Business Administration, Public Administration or a field closely related to the work being performed may be substituted for two years of experience.

Directly related professional experience may be substituted for the education requirement on a year-for year basis.

COMPLEXITY:

Work requires the direct application of a variety of procedures, policies and/or precedents. Analytic ability is required in applying guidelines, policies and precedents, and in adapting standard methods to fit facts and conditions. Must have excellent problem-solving and communication skills as the job requires regular interaction with diverse audiences.

IMPACT OF ACTIONS:

Errors in work lead to significant costs and problems, and may have minor impact on the short-term performance of the City. The individual may participate heavily in setting his/her own work objectives working under limited supervision.

SUPERVISION EXERCISED:

Direct Supervision:

Effectively manages employees for both BARC's Customer Service and Animal Licensing teams. This position has significant levels of input as it pertains to personnel actions, such as hiring, terminations, and pay changes.

Indirect Supervision:

Involves supervision and evaluation of subordinate's work.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with Managers and Assistant Directors. Interaction involves a leadership and a persuasion skill set that's conducive to a cohesive team environment that effectively solves moderate to complex issues; e.g., project coordination and higher level problem resolution.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires high level of negotiation skills that can relay information to sometimes irate citizens in an understanding and cooperative manner that is sensitive to the patron's needs.

PHYSICAL EFFORT:

There is no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions. Individual will be required to travel on a regular basis within the city of Houston in order to visit with local Veterinarians. Individual will sometimes be required to work outside. Individual will work directly with animals on a daily basis.

WORK ENVIRONMENT:

The general work environment is good. Individual will often work indoors and encounter animals on a regular basis.

PHYSICAL SKILL:

Must be able to lift up to 25 pounds.

MISCELLANEOUS:

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

JOB FAMILY:

- BARC Administrative Specialist
- BARC Outreach Supervisor
- BARC Administration Manager
- BARC Marketing and Outreach Manager

Effective: December 2015