

SNOHOMISH COUNTY JOB DESCRIPTION

ANIMAL SERVICES MANAGER

Spec No. 1173

BASIC FUNCTION

Plans, directs and manages the operations of the Animal Services Division of the Auditor's Office.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Develops, implements and updates program goals, policies and standard operating procedures for the Animal Services Division.
2. Reviews and evaluates work performance; coaches, counsels and disciplines staff as necessary; oversees caseload management.
3. Interprets state law, county code, rules and regulations for fair and transparent enforcement as appropriate for Animal Services.
4. Reviews and updates county code as required; prepares proposed changes, conducts necessary research; and makes presentations to county council.
5. Gathers and analyzes division information and data to utilize in strategic planning and program development.
6. Serves as press contact and spokesperson for the Animal Services Division.
7. Promotes the division through County website and other means; monitors social media relating to animal control investigations and activities.
8. Represents the unit before the hearing examiner, and the courts on enforcement actions and appeals and supports Animal Control Officers in preparing testimony.
9. Recommends and implements program goals, prepares management reports, conducts regular staff meetings, develops annual division budget requests, and manages budgets.
10. Serves as assigned staff to the Snohomish County Animal Advisory Board; promotes the Animal Benefit Bequest Fund and manages its budget.
11. Administers contracts for animal services with other jurisdictions.
12. Monitors and advocates for state legislation related to animal issues.
13. Performs related duties as required.

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MINIMUM QUALIFICATIONS

A Bachelor's degree in management, government, law enforcement, animal science or a related field; PLUS, four (4) years of management or supervisory experience; AND two (2) years of experience in animal control, law enforcement or a compliance related field; OR, any equivalent combination of training or experience that provides the required knowledge and abilities.

SPECIAL REQUIREMENTS

The employee must pass proficiency access testing related to the county's emergency dispatch system.

Become Criminal Justice Information Service certified within six months of hire date.

Pre-employment examinations include a complete background investigation, fingerprinting, criminal record check, polygraph examination, and a psychological evaluation.

A Washington State driver's license is required.

KNOWLEDGE AND ABILITIES

Knowledge of:

- principles and practices of management and personnel administration
- principles and practices of statistical analysis and data driven decision-making
- principles of compliance and enforcement operations
- principles and practices of case management
- principles and practices of continuous improvement
- principles and practices of investigative methods
- Microsoft office suite and database management
- budget and program planning concepts

Ability to:

- interpret and apply the laws, rules, operating policies and procedures governing division operations
- analyze division operations, initiate change and take effective action to correct deficiencies and resolve challenges
- exercise sound judgment under pressure
- analyze and solve problems in an objective, efficient and professional manner
- establish and maintain effective working relationships with appointed and elected officials, staff, press, and the general public
- communicate effectively, both verbally and in writing
- interact with others using courtesy, tact, compassion and diplomacy

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KNOWLEDGE AND ABILITIES (Continued)

- develop program plans, implement policies and programs
- promote continuous improvement practices
- prepare a variety of correspondence, reports and other written materials

SUPERVISION

The employee exercises independent judgment and discretion in carrying out assignments and special projects. The employee receives general direction from the Auditor and/or Chief Deputy Auditor. The work is reviewed through meetings, periodic status reports, and by evaluation of results obtained.

WORKING CONDITIONS

The work is performed in the usual office environment. The manager will accompany officers in the field on occasion. Travel may be required to attend conferences and meetings.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: March 2017

Revised and retitled: March 2018, Animal Control Services Manager

Pay Grade: 111 – Management Exempt Pay Plan

EEO Category: 1 - Officials and Administrators

Workers Comp: 5306 Non-Hazardous