

Field Services Supervisor

Location: Canine Care & Control - 410 S. Erie St. | Toledo, OH | Canine Care and Control

Work Schedule: 8:00 AM - 4:00 PM

Days Worked: Mon., Tue., Wed., Thu., Fri.,

Open Until: August 14, 2017 at 04:00 PM EST

Job Status: Full-Time

Rate of Pay: \$44,657.60 - \$54,246.40

Job Description

Under general direction from the Director/Chief Dog Warden or designee, supervises and directs the work of Canine Control Officers (CCOs) in the performance of their essential duties.

ESSENTIAL JOB FUNCTIONS

- Supervises and evaluate Canine Control Officers and other assigned staff in the performance of their essential job duties; including effectively recommending the hire, transfer, demotion, and dismissal of said employees. Participates in the hiring process for employees under his/her immediate supervision; uses independent judgement in the areas of "first step" grievance adjustment and may issue counseling and take disciplinary action up to and including written reprimands; approve request for time off from staff under his/her immediate supervision.
- Trains CCOs in the enforcement of all pertinent State and Municipal laws.
- Trains CCOs in departmental procedures, working with the public, working with and capturing animals, operating animal control equipment.
- Conducts daily Roll Call and assigns CCOs to geographical patrol locations in the County to patrol and enforce canine control laws and ordinances. Makes adjustments to geographical locations as necessary.
- Assigns and reviews CCO investigations and court cases. Sets priorities and follows-up as required. Ensures that all reports are accurate and that all calls/cases are executed in an appropriate manner.
- Ensures that all regulations and procedures are followed appropriately, that animals are handled in the most humane way possible at all times, and exceptional customer service is delivered at all times.
- Responds to, reports on, and follows-up to public complaints.
- Inspects assigned vehicles and acts as the Department Fleet Coordinator. Schedules maintenance and repair of Field Service vehicles.
- Proposes policy and procedure updates to the Director to ensure optimal functioning of the Field Services division.
- Oversees investigations and cases that are more complex and/or high profile in nature.
- Acts as primary point of contact for incidents involving the Emergency Management Authority. Assists in the preparation and execution of various "Disaster" plans.
- May assist in the response to emergency call-outs, on complex cases, in the absence of an officer, and/or during non-business hours as needed.
- May perform euthanasia as needed.
- Prepares and analyzes statistical reports including but not limited to; public complaints, dog bite investigations, complaint response times, patrol miles, court times.
- Oversees Dangerous Dog regulation compliance program.
- Works with CCC Supervisor and Veterinarian concerning the care of animals in the field and in the shelter and provide transport as necessary.
- Keeps up to date on any changes to animal control laws and ordinances and conducts staff trainings.
- Explains State and Local laws and ordinances, filing of complaints, and shelter policies and procedures to the public.
- Assists in the preparation of criminal cases; acts as the liaison with the Municipal courts and ensures that CCOs are present for all scheduled court appearances.
- Oversees monthly division meetings to review procedures, discuss workplace issues, and share ideas for improvements. Meets with management to develop long range plans, policies, and procedures.
- Other duties as assigned by Director.

MINIMUM QUALIFICATIONS:

- Minimum of an Associate degree in law enforcement, animal husbandry, zoology or a related area, and at least two years related experience that demonstrates a working knowledge of animal care practices including breed and disease recognition
 - Or completion of core coursework toward a degree in law enforcement, animal husbandry, zoology or a related area, and three years experience that demonstrates a working knowledge of animal care practices including breed and disease recognition
 - Or a minimum of five years experience with progressive responsibility including supervision of staff that demonstrates a working knowledge of animal care practices including breed and disease recognition.
 - Must be euthanasia certified or capable of certifying within six months of start date.
 - Must be trained in chemical capture or attend training within six months of program reinstatement date
- Valid driver's license with driving privileges and insurable driving record in the State of Ohio.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must possess demonstrated good oral and written communications skills with patrons, volunteers and staff
- Computer literate in a Windows environment; proficient in Microsoft Office Application
- Ability to work independently and effectively with other supervisors and managers and line staff in order to accomplish daily tasks.
- Willingness to learn, open to new ideas and capable of bringing about change in a department that has been very static for years
- Demonstrated track record with multitasking with positive results.
- Exhibited flexibility and professionalism

Unusual Working Conditions:

- Exposure to varied and unusual odors.
- Exposure to sometimes-irate customers.
- Making humane decisions to euthanize injured and/or sick dogs and puppies at anytime sometimes daily.

Additional Information

To apply, please do one of the following:

1) Apply online

OR

2) Mail a completed application, or a cover letter and resume, to: Lucas County Personnel Department, One Government Center, Suite 450, Toledo, OH 43604 ATTN: Field Services Supervisor

OR

3) Apply in person at the above address.

If applying online, please combine all documents into one pdf prior to attaching to your application.

Equal Opportunity Employer