

CLASS TITLE: ANIMAL WELFARE OPERATIONS MANAGER

PURPOSE OF THE CLASSIFICATION: Under general supervision provides operational oversight for Tulsa Animal welfare staff and volunteers, researches and resolves complaints from the public, maintains manual and computer based records and databases, and ensures the humane treatment of animals in the shelter's care and custody while maintain the efficient delivery of services both within the shelter and in the field; and performs other related assigned duties.

ESSENTIAL TASKS:

- Ensures the safe, proper, and humane treatment of all animals within Tulsa Animal Welfare's custody
- Maintains effective and productive working relationships with staff, volunteers, community partners, and other City departments and outside agencies
- Implements strategic and operational plans to achieve positive community outcomes, and tracks and reports performance measures
- Working with City Asset Management staff, is responsible for development, maintenance, and repair of facilities and equipment for optimal performance and positive community outcomes
- Schedules staff and makes work assignments in order to ensure adequate coverage to meet business needs
- Trains supervisory personnel, evaluates the performance of professional staff, and identifies areas for professional growth and development
- Ensures Tulsa Animal Welfare staffs understands and complies with internal policies and procedures, City policies and procedures, and applicable local, state, and federal laws
- Prepares and presents routine and recurring operational reports to management
- Must report to work on a regular and timely basis.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience:

Completion of one hundred and twenty (120) hours from an accredited college or university and four (4) years of experience in a field relevant to the essential tasks listed in this job description, including 2 years of management or supervisory experience, or completion of sixty (60) hours from an accredited college or university with six (6) years of experience in a field relevant to the essential tasks listed in this job description, including 2 years of management or supervisory experience.

Knowledge, Abilities, and Skills:

Good knowledge of the guidelines for standard of care in animal shelters; and good knowledge of local, state, and federal laws and regulations relating to the management of a municipal animal shelter and animal control organization; knowledge of basic biology and animal physiology; knowledge of emergency response and disaster protocols relating to animal welfare shelters. Ability to analyze and resolve problems; ability to make decisions quickly and efficiently in a fast paced environment; ability to courteously and tactfully communicate with fellow workers, supervisors, other members of the organization and the public in giving and receiving information; ability to self start; ability to facilitate understanding between diverse groups of people; ability to organize and keep accurate records; ability to innovate and be solution oriented; ability to communicate well both verbally and in writing.

Physical Requirements:

Physical requirements include frequent standing and walking; occasional lifting, carrying, pushing and pulling up to 100 pounds or more, up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects; frequent standing, reaching, climbing, balancing, crouching, kneeling, pulling, grasping, feeling, talking, handling and twisting; occasional stooping, bending, and smelling; and vision, speech and hearing sufficient to perform essential tasks.

Licenses and Certificates:

Possession of a valid Oklahoma Class "D" Driver's License.

WORKING ENVIRONMENT:

Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting, carrying, pushing, and pulling up to

20 pounds; may be subject to walking, standing, sitting, reaching, bending, kneeling, handling, smelling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks. May be exposed to the following: animal waste/dead animals, flammable liquids, weather/temperature extremes, damp/wet surfaces, snow/ice covered surfaces, animal bites, insect bites, poisonous plants, toxic fumes/vapor/odors and intense noises.

Class Code: 1220

EEO Code: E-02

Pay Grade: EX-40

Group: Public Safety

Series: Public Safety Technical

Effective date: February 16, 2022