



## Salt Lake County Job Description

### Program Manager – Enforcement and Administration

---

**DEPARTMENT:** Public Works

**DIVISION:** Animal Services/4100

**JOB CODE:** 174 **GRADE:** 16

**FLSA STATUS:** Exempt

**SALARY PLAN:** GEN

**EFFECTIVE DATE:** 10/16/2017

**SAFETY SENSITIVE:** Yes

#### **JOB SUMMARY**

Manages the day-to-day activities of the administration and enforcement teams, supervises staff, and enforces ordinances governing the care and control of animals. Provides leadership and contributes to guiding the overall direction, growth, and culture of the agency. Serves as first line of communication between the agency and various vendors or stakeholders related to the position.

#### **MINIMUM QUALIFICATIONS**

Bachelor's degree from an accredited college or university in Business, Public Administration or other closely related field, plus four (4) years of related experience, of which one (1) years must have been supervisory; OR an equivalent combination of related education and experience. Education may not be substituted for supervisory experience.

#### **ESSENTIAL FUNCTIONS**

*The following duties and responsibilities are intended to be representative of the work performed by the incumbent(s) in this position and are not all-inclusive. The omission of specific duties and responsibilities will not preclude it from the position.*

*Applicants must be prepared to demonstrate the ability to perform the essential functions of the job with or without a reasonable accommodation.*

- Oversees and manages the development and operation of the Animal Services Customer Services, Administration, Facilities and Building Maintenance, capital improvements, and retail sales.
- Supervises assigned supervisor and staff which includes hiring, orienting, training, assigning and reviewing work performance, annual work performance appraisal, and discipline.
- Provides coaching and training to ensure the establishment and maintenance of relationships with and between staff of the assigned services and teams.
- Manages enhancement of services provided. Evaluates services and program effectiveness, makes appropriate adjustments to better serve the public, and develops and implements new ideas to stimulate revenues.
- Monitors expenditures and makes budget recommendations for assigned areas.
- Establishes section goals and addresses issues as a member of the management team.
- Serves as a frontline representative for the agency with other agencies and vendors to facilitate dialogue and further the agency's goals.
- Develops, updates, and implements policies and procedures.

- Oversees adoptions program and scheduling of sterilization surgeries.
- Responds to customer complaints and investigates concerns regarding interactions with enforcement personnel.
- Provides assistance and back up with difficult customers at the front counter.
- Supervises the issuance of regulatory and watershed permits with the Health Department.
- Coordinates with Facilities for all building maintenance and serve as Division liaison for all capital improvements.

## **KNOWLEDGE, SKILLS AND ABILITIES (KSA)**

### **Knowledge of:**

- Supervisory principles
- Program management
- Accounting reconciliation principles and practices
- Intermediate computer applications and modern office equipment
- Animal breeds and related behavioral characteristics
- Budget preparation and management
- Verbal and written communication skills

### **Skills and Abilities to:**

- Resolve conflict
- Communicate effectively both verbally and in writing
- Ensure division policies, program goals and objectives are achieved. Establish and maintain appropriate working/supervisor relationships
- Develop, interpret, and administer policies and procedures
- Effectively work under pressure including calmly and effectively dealing with escalating issues or difficult customers
- Develop, implement, and evaluate services and programs related to this position
- Direct, supervise, and train employees and volunteers
- Work with computer software, programs, applications, and databases related to job specific duties

## **WORKING CONDITIONS AND PHYSICAL REQUIREMENTS**

Lifting, carrying, pushing and pulling loads of 25 – 75 pounds on an intermittent basis.

Regular exposure to animals that may bite, kick, scratch or be diseased (including rabies), as well as fur, dander, unpleasant odors, loud noises, exposure to unsanitary conditions, dust, gases, and chemicals.

## **IMPORTANT INFORMATION REGARDING THIS POSITION**

Revised Date/Consultant's Initials: 11/21/2017 SW