

# Washington County/Johnson City Tennessee Position Profile for Animal Services Manager (2016)



## Washington County - Johnson City Animal Shelter



### Introduction

The two jurisdictions of Washington County and Johnson City Tennessee, who jointly operate animal control for the entire City and County, and who also operate a new animal services facility, are seeking an experienced, energetic, team builder and leader to be their next Animal Services Manager.

Located along I-26 in Upper East Tennessee, Washington County has a population of more than 125,500 people. The jurisdictions sit within a *Combined Statistical Area (CSA)* which has a population of more than 500,000. The County has an area of 331 square miles.

The area boasts a family-friendly atmosphere characterized by low density housing and numerous cultural attractions, including museums, East Tennessee State University, Boone Lake, the Cherokee National Forest, and a variety of other recreation areas and entertainment opportunities. The landscape consists of varied topography, which lends to the natural beauty of the area. The area is considered a commercial hub providing numerous economic resources, thereby making it a desirable place for families to reside who want a partially rural atmosphere while living in proximity to goods and services. The area is served by the Tri-Cities Regional Airport.

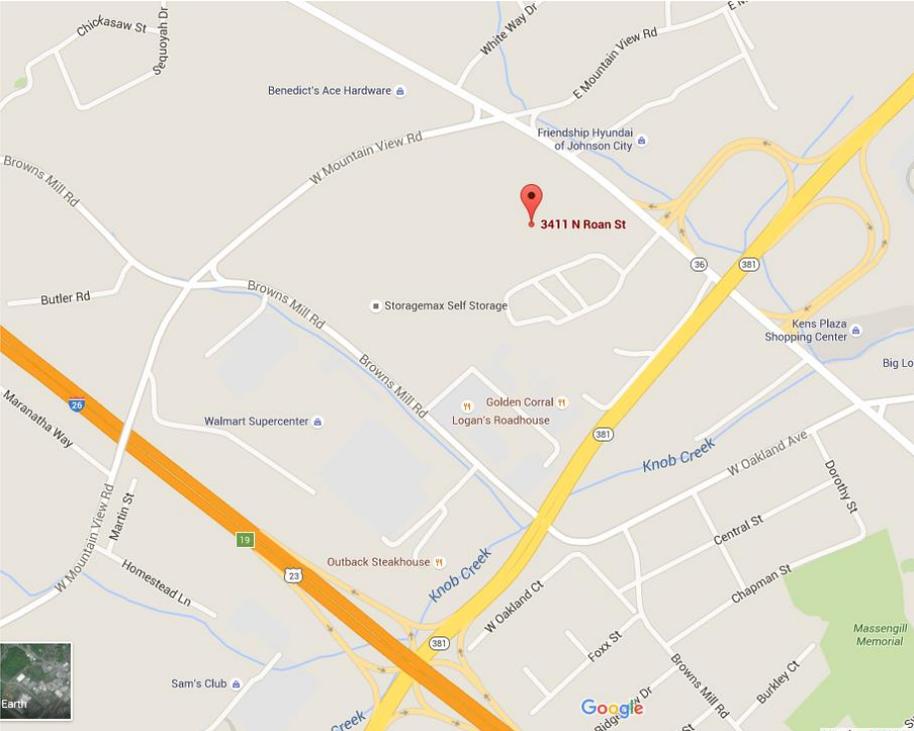
### Washington County-Johnson City Animal Shelter

Incorporated in 1985, the Washington County/Johnson City Animal Shelter is organized as a not-for-profit corporation (501-c-3) with a five-member board (meeting monthly) as follows:

- Two representatives from each local government (city and county).
- The president of the local Humane Society.

The Board is responsible for appointing the Manager who in turn is responsible for running the corporation's day to day operations. The Manager is required to operate the organization following the rules, guidelines and policies created by the Board.

The current Shelter facility, which opened in 2015, is located at 3411 North Roan Street in Johnson City.



The Washington County/Johnson City Animal Shelter is a full-service agency. They provide all animal control and shelter-related services for residents of both the city and county. This includes:

- housing, feeding and caring for animals
- work to get all animals adopted
- investigating cases of suspected animal cruelty
- enforcing the animal control laws of the state, city and county
- assisting in the prosecution of cruelty offenders
- removing dead animals from roadways
- quarantining of domestic animals that have bitten a human
- delivering educational programs to teachers, schools, etc.
- picking up strays and owned animals from residents
- promoting animal welfare
- responding to complaints and questions
- medicating sick and injured animals
- providing after-hours emergency service
- working with other agencies such as the Humane Society, Pet Smart Charities, etc.

The Shelter has an annual operating budget of approximately \$612,896. The per-animal expenditure level is approximately \$119, and the per-capita expenditure on animal services in Washington County is approximately \$4.88. The major funding sources are the two jurisdictions.

The Shelter facility has the following annual activity numbers:

<b>Category</b>	<b>2014 Data</b>
Total # Animals	5,167
Total # Adoptions	2,281 (44%)
Calls for service	6,620
# Kennels/cages	147
# FT Employees	4
# PT Employees	12
Total Employee hrs/wk	480
# Hours Open To Public	35
# Hours of Operation	60

These numbers have increased significantly over the past year as the new facility has come to full operation. In addition, tremendous community and regional support has been generated by the new facility.

The Shelter’s website can be accessed at: <http://tailchaser.org/index.html>.

## Position Advertisement

Washington County/Johnson City Tennessee (125,500)

### Animal Services Manager

Salary range \$40K - \$62K, DOQ plus benefits. 16 employees (full and part time). \$612K budget. 5K animals/yr. Past Manager served until retirement. Position answers to a 5-member Board. New, full service shelter and control facility serving county-wide. Must be a proven manager with excellent communication and team-building skills. Demonstrated success in animal shelter and control operations, finance, community interface, and leadership. Bachelor's Degree with 5 to 8 years of experience preferred. 8 to 10 years of experience and training in lieu of degree.

Send resume by email to: [employment@johnsoncitytn.org](mailto:employment@johnsoncitytn.org)

## Job Description

See the following two pages for the Job Description.

# Animal Services Manager

**POSITION:** N/A

**SALARY GRADE:** 116

**EXEMPT**

**General Statement of Duties:** Provides positive leadership for the efficient and smooth functioning of all shelter operations, in accordance with established policies and procedures, city and county ordinances, state and federal laws and regulations. Will oversee operations of the multi-jurisdictional shelter itself as well as animal control operations. Develops and maintains effective working relationships with staff, volunteers and the public. Will train, supervise, and evaluate staff. Ensures that the facility is maintained in a sanitary and safe fashion to protect the health of the animals, staff, and visitors. Provides leadership in the areas of public relations, funding, and educational outreach. Attends regular meetings of the board of directors and is responsible for the development of shelter policy and standard operating procedures.

**Distinguishing Features of the Class:** Work in this class involves strong organizational, human relations and communication skills. Employees in this class must have the ability to work on their own initiative and meet deadlines. Employees in this position must have knowledge of animal protection issues and commitment to the objectives of the organization. Must have the ability to develop and administer the budget of the shelter.

## Examples of Work:

- prepares for the Board of Directors monthly operating reports including shelter, animal control, fundraising and educational activities.
- responsible for supervising, evaluating, training, disciplining and development of all animal care personnel;
- addresses employee grievances and complaints;
- supervise and manage animal control operations;
- administers personnel policies established by the board;
- initiates and replies to general correspondence;
- represents the shelter at meetings and conferences;
- countersigns all checks for the on-going expenses of the organization;
- plans, organizes and develops programs which will meet the principals and objectives of the shelter under the policies set by the Board of Directors;
- works with the Boards and Committees to develop and implement policies;
- maintains liaison with veterinary associations and other professional organizations; City and County officials; and members of the media and other community agencies;
- assists the Board of Directors in membership fund raising activities and maintaining contact with members and donors;
- seeks out and maintains community contacts and represents the shelter through various types of organizations;
- directs the development of public relations, educational materials and programs;
- handles special problems with private citizens;
- delegates responsibilities to other employees as conditions warrant;
- prepares/oversees the operating budgets and proposed capital and extraordinary expenditure programs for presentation and approval to the Board of Directors;
- directs, supervises and instructs personnel in the well-being and humane treatment of animals; the maintenance of buildings, equipment and grounds.

**Required Knowledge, Skills and Abilities:** General knowledge of office methods, procedures, and equipment operations; ability to be decisive in routine as well as non-routine problem solving in accordance with laws, ordinances, and regulations; ability to establish and maintain effective working relationships with fellow employees as well as the general public; willingness and ability to deal tactfully, courteously and patiently with citizens. Knowledgeable in the care and treatment of animals, and operation of animal shelter.

**Acceptable Experience and Training:** Minimum high school diploma or equivalent; Bachelor's Degree with five (5) to eight (8) years of experience preferred. Eight (8) to ten (10) years of experience and training which provides the required knowledge, skills and abilities will be considered in lieu of degree.

## **ADA REQUIREMENTS**

**Physical Requirements:** Task involves some physical effort, i.e. some standing and walking, or frequent light lifting (25 lb.)

**Environmental Requirements:** Task is regularly performed without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

**Sensory Requirements:** Task requires sound perception and discrimination. Task requires visual perception and discrimination. Task requires oral communications ability.

**Reasonable Accommodation(s):** Reasonable accommodation(s) if needed will be provided for the employee to perform the required job with adequate strength, dexterity, coordination and visual acuity and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

1/12/2015