

**CLASS SPECIFICATION****DIRECTOR OF FIELD OPERATIONS, 4321**

01/11/07

Summary of Duties: Plans, directs and coordinates the activities of an Animal Care and/or Enforcement Division of the Department of Animal Services, which may include supervision of animal control services; field licensing and permitting, and/or district animal shelter operations; performs related administrative, personnel, and budgetary duties; applies sound supervisory principles and techniques in building and maintaining an effective work force; and does related work.

Distinguishing Features: The Director of Field Operations is responsible for the activities of a major division of the Department of Animal Services and has significant responsibilities for formulating and administering departmental policies and programs. An employee of this class directs through subordinate District Supervisors, Senior Animal Control Officers or other staff at equivalent levels, the operations of all City animal shelters and/or the enforcement of City and State animal regulation laws. This employee is responsible for maintenance of good public relations, frequently under difficult conditions. The Director of Field Operations receives supervision in the form of oral and written instructions, policy directives, and special instructions from the General Manager, or Assistant General Manager, and is evaluated by results obtained. An employee of this class may be deputized as a public officer and a deputy city clerk.

Examples of Duties: A Director of Field Operations:

- Directs the work of personnel engaged in the operation of City animal care shelters;
- Supervises and coordinates the City-wide animal inspection, control, and field licensing programs;
- Inspects field activities and reviews performance and operating records and reports;
- Provides direct supervision for unusual or extraordinary shelter operations or community programs;
- Assigns personnel to special investigations and programs;
- Reviews division personnel utilization and directs the assignment and reassignment of employees to meet current operating needs;
- Inspects facilities and equipment and reviews the need for repairs and replacement;
- Makes recommendations to higher management regarding Division personnel, facilities, supplies and equipment requirements;
- Investigates and resolves the more difficult citizen complaints;
- Meets with community organizations, special interest groups and individuals to answer questions, explains department policies and practices, provides information regarding services, and develops cooperation between the Department of Animal Services and the public;
- Represents the Department at various meetings and conferences on animal welfare, inspection, control, and industry best practices;

- Confers and coordinates with other departments and jurisdictions concerning mutual problems such as rabies control, emergency response, and disaster preparedness;
- Supervises the preparation of and may personally prepare reports on special animal care and control activities and investigations;
- Participates in and may be responsible for preparation of budget requests and work program estimates for a division;
- May represent the Department in supervising response upon activation of the Emergency Operations Center or authorization for assistance under Mutual Aid agreements, or upon other valid emergency response authorization;
- Reviews disciplinary actions and confers with the Assistant General Manager and the General Manager for determination in the more sensitive disciplinary cases;
- Recommends changes in department policy and procedures to improve efficiency and effectiveness;
- Supervises the preparations of materials for procedure manuals;
- Prepares operating reports and special correspondence;
- May analyze and report to management on the effects of proposed animal care and control legislation;
- May assist in the preparation of specifications for the purchase of supplies and equipment;
- Represents the Department before the Board of Animal Services Commissioners, City Council, in court, or in meetings with employee organizations;
- May prepare information concerning animal care and control for use by the public relations staff;
- May act for the Assistant General Manager in their absence;

May occasionally be assigned to other duties for training purposes or to meet technological changes or unexpected emergencies.

Qualifications: Incumbents must have the following knowledge and abilities:

Knowledge of:

- Principles, practices, and techniques of proper animal care and control;
- State laws, City ordinances, and Department policies and procedures relating to animal care and control;
- City Charter provisions relating to the Department of Animal Services;
- Safety principles, practices, and regulations as they relate to animal care and control activities;
- The organization of the Department of Animal Services;
- Functions of other City departments as they relate to the Department of Animal Services;
- Laws of search and seizure, the power of arrest, and the rules of evidence as they relate to animal inspection and control activities;
- Principles and practices of supervision;
- Laws and regulations related to equal employment opportunity;
- City personnel rules, policies and procedures;
- Memoranda of understanding as they relate to subordinate personnel.

The ability to:

- Plan, direct, coordinate, and review through subordinate supervisors, the work of a large group of employees;
- Coordinate the activities of an Animal Care or Enforcement Division with those of other divisions of the Department;
- Direct and participate in the preparation of comprehensive studies on a variety of administrative and technical problems and to prepare clear and concise reports;
- Evaluate data from operating records, reports, and special investigations and to make recommendations for improvements of policies and procedures;
- Evaluate the performance of subordinates and initiate necessary training activities;
- Prepare budget requests and work program estimates;
- Deal tactfully and effectively with City officials, employees and the public.

Minimum Requirements:

1. Two years of full-time paid experience as a District Supervisor Animal Services, with the City of Los Angeles; **or**
2. Three years of full-time paid experience as a Senior Animal Control Officer, with the City of Los Angeles; **or**
3. Three years of full-time paid experience as the director or assistant director of a governmental or private animal control agency, with a service population of at least 80,000, in planning, coordinating and supervising personnel engaged in the care, treatment and control of animals, and the enforcement of animal regulation laws.

Appointment to a position in this class is subject to a one-year probationary period under the provisions of Section 1011 of the Los Angeles City Charter.

License: A valid California driver's license is required.

Physical Requirements: Strength to perform average lifting up to five pounds and occasionally in emergency situations may have to lift animals weighing over 45 pounds; good speaking and hearing ability; and good eyesight.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to the disability and the ability of the hiring department to reasonably accommodate the limitations.

As provided in Civil Service Commission Rule 2.6 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties and responsibilities of any position shall be.