


Commission on Animal Care & Control	General Order : #004
Subject: Operations Manager/ Responsibilities	Date Issued: 07-17-02 Manager's Approval: 

The Operations Manager supervises and directs the twenty-four (24) hour Field and Shelter operations of the Animal Control Center. The duties and responsibilities of the Operations Manager in no way relieves other supervisory personnel from their duties and responsibilities. The Operations Manager shall be responsible to the Deputy Director.

1. **FIELD AND SHELTER OPERATIONS: GENERAL RESPONSIBILITIES**
 - A. Plans, organizes, directs and inspects the daily operations and activities of the Animal Care and Control Center.
 - B. Conducts studies and makes recommendations relative to the effectiveness and efficiency of animal care and control operations and programs.
 - C. Reviews the work of Animal Care and Control employees to ensure that policies and procedures relating to the care, feeding, treatment, handling and euthanasia of animals are adhered to by supervisory and subordinate staff. Ensures that *all* policies and procedures are adhered to by Supervisory and subordinate staff.
 - D. Creates and reviews records, forms and activity reports from supervisory and subordinate staff and certifies to their completeness and accuracy.
 - E. Develops and implements performance measures to evaluate the operational effectiveness and efficiency of programs.
 - G. Issues and follows-up on "special attention" investigations.
 - H. Oversees the Wildlife Trap Program, Bite Investigations Program and monitors the Dangerous Dog Investigations.
4. Meets with various city and community organizations to resolve animal related problems and to coordinate special projects.
5. Acts as the Employment Safety liaison.
6. Acts as the liaison to the Fleet Management Department
7. Recommends terminations and disciplinary action as necessary.