

**MONTGOMERY COUNTY GOVERNMENT  
ROCKVILLE, MARYLAND  
CLASS SPECIFICATION**

**Code No. 103510  
Grade 19**

**ANIMAL CARE ATTENDANT SUPERVISOR**

**DEFINITION OF CLASS:**

This work involves first level supervision of and some participation in animal care work at the Animal Services and Adoption Center facility. The purpose of the work is to ensure humane and proper handling of shelter animals, appropriate management of kennels and to provide direction to the Animal Care Attendants. This is a 24/7 facility. Most contacts are with co-workers, citizens, subordinates, veterinarians, volunteers, and others to exchange routine information about adoption processes and animal care. Most contacts center on the exchange of routine information. The Animal Care Attendant Supervisor oversees the direct, one-on-one care giving and assistance that is provided by the Animal Care Attendants to animals in the shelter for the purpose of ensuring proper nutrition, housing and basic medical needs on a daily basis.

The Animal Care Attendant Supervisor, working under general supervision, is responsible for the proper maintenance of kennels, cages and animal holding areas and has daily accountability and daily control of the animals in the shelter. The Animal Care Attendant Supervisor ensures that the work, which has been prioritized and scheduled by higher level authority, is effectively accomplished on time according to well-established operating procedures based on available personnel resources, equipment and materials, and in consultation with the immediate supervisor. Significant deviations from the established guidelines/instructions/practices are discussed with or referred to the supervisor for assistance and/or approval. The complexity of this class of work involves several factors, to include work planning and organization on a daily, weekly and/or monthly basis to ensure efficient use of resources, work review to ensure it is done correctly, safely and timely, and work recording and reporting on a daily, weekly and monthly basis for effective planning within and above the unit of assignment. The impact of the Animal Care Attendant Supervisor's work is realized in the clear and safe handling of shelter animals and the effectiveness of the Animal Care Attendant crew led. The Animal Care Attendant Supervisor is expected to ensure the effective and efficient accomplishment of all recurring assignments of subordinate crews. The Animal Care Attendant Supervisor approves leave, recommends selection and promotion, gives or ensures training, manages performance and counsels subordinates. Typically, the work is performed around coworkers, supervisors, subordinates, volunteers and animals. Employees in this class are exposed to hazardous conditions requiring the use of special equipment and/or adherence to special precautions. This requires the ability to work with animals, some of which are ill, aggressive, injured, rabid, or unwieldy. Good 'situational awareness' is required to reduce risk to self. This class involves considerable standing, a good amount of walking, sitting, observing, bending, reaching, and finger manipulation to provide service in various areas, to perform work functions. There is some driving required. There is some lifting of materials or animals typically weighing twenty (20) to seventy-five (75) pounds; however, some animals may weigh more.

**EXAMPLES OF DUTIES: (Illustrative Only)**

- Work closely with the shelter manager to provide the highest quality of care for animals by assisting in managing the kennel and animal holding areas.
- Supervise Animal Care Attendants and volunteers and ensure all responsibilities are consistently fulfilled.
- Perform supervisory duties to include hiring and terminating staff, mentoring and coaching, performing evaluations and managing disciplinary actions.
- Monitor sick, quarantined and injured animals and observe them for unusual physical and behavioral conditions; segregate and isolate them as necessary.
- Administer medications to animals as dispensed by a veterinarian.
- Maintain accurate health and medication logs.
- Perform initial health assessment of animals arriving at facility and administer routine vaccinations.
- Participate in euthanasia process as needed or required.
- Assist customers seeking lost pets and those interested in adopting.
- Respond to specific animals and adoption processes.
- Ensure proper inventory level of cleaning supplies, animal food and other related items.
- Ensure Animal Care Attendants do the following: prepare food, feed and provide water for shelter animals, wash and sanitize kennels, cages, litter and feeding equipment, gather, launder and replace soiled pet bedding, and socialize and exercise animals.
- Perform related duties as required.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the principles and practices of Animal Services including standards and guidelines.
- Knowledge of the methods, materials, occupational hazards and equipment appropriate to the assignment of an Animal Care Attendant Supervisor position.
- Knowledge of proper care and feeding of animals.
- Skill in the use of computers and applicable software applications.
- Skill in basic math.
- Ability to effectively communicate both orally and in writing.
- Ability to effectively manage and supervise staff work performance.
- Ability to identify signs of animal illnesses, diseases and injuries.
- Ability to identify animal species, breeds, ages, and sexes.
- Ability to successfully complete euthanasia training when required.
- Ability to administer proper medication and vaccinations.
- Ability to properly use chemicals and cleaning products.
- Ability to handle animals of all sizes and temperaments, including those who may be ill or dangerous/aggressive.
- Ability to work in an environment typical of an animal holding area.
- Ability to move animals that may be large/ unwieldy.
- Ability and willingness to perform euthanasia procedures.
- Ability to operate power cleaning equipment.
- Ability to follow oral and written instructions.
- Ability to provide effective customer service.
- Ability to effectively complete assigned duties with minimal supervision.

- Ability to develop and maintain effective working relationships with co-workers, volunteers and the general public.
- Ability to make effective and timely decisions.

**MINIMUM QUALIFICATIONS:**

**Experience:** Two (2) years satisfactory experience as Animal Care Attendant at the Montgomery County Animal Services and Adoption Center or other similar animal sheltering facility or as a Veterinary Assistant.

**Education:** Graduation from high school or High School Certificate completion recognized in the State of Maryland.

**Equivalency:** An equivalent combination of education and experience may be substituted

**LICENSE:**

- Possession and maintenance at all times of a valid Class "C" (or equivalent) driver's license from the applicant's state of residence appropriate to the equipment operated by an employee in this class, consistent with the position of assignment.

**PROBATIONARY PERIOD:**

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period. Continuation in this class will be contingent upon successful completion of the probationary period.

**MEDICAL EXAM PROTOCOL:** Core Exam.

**Class Established:** August, 2013  
January, 2015