

**REPORT NO: 13 39**  
**DATE: 11/3/1013**  
**ANALYST: Michael Hebner**

**CLASSIFICATION REPORT**

**PROPOSED TITLE:** Deputy Director, Animal Care and Control

**CURRENT TITLE:** New

**INCUMBENT:** Vacant

**REASON FOR REQUEST:** Request to review proposed new duties and responsibilities in order to ascertain the proper classification for a proposed appointed position

**DATE QUESTIONNAIRE SUBMITTED:** 5/3/2013

**DATE OF PREVIOUS STUDY:** N/A

**DISPOSITION OF PREVIOUS STUDY:** N/A

**PERSONS INTERVIEWED:** Kelly Charlton, HR Generalist  
Nuria Rivera-Vandermyde, Director Regulatory Services  
Dan Niziolek, Manager Animal Control

**RECOMMENDATION:** Establish the position as Deputy Director Animal Care and Control (Appointed, 543 Points, Grade 12)

With the reorganization of the Regulatory Services Department which has occurred in 2013, a request to establish an appointed position to oversee the Animal Care and Control Division has been received in Human Resources. Historically the work has been performed by a classified position, which the proposed appointed position will replace. The new position will report directly to the Director, Regulatory Services and serve on the Departmental Management Team.

The duties of the proposed position include but are not limited to:

- Lead the Minneapolis Animal Care and Control Division by directing the division's many business lines; including 24 hour public safety response.
- Coordinate all areas of animal care and control services with other City Departments and outside agencies. Ensure coordinated efforts to ensure efficiency and effectiveness in the delivery of City services, including;

- Work with 311, 911, and Police Department on coordinated response to emergency and non-emergency service calls; including response protocols.
  - Work with the City Attorney's Office in the pursuit of criminal convictions.
  - Emergency Preparedness Planning and develop emergency plan for animal sheltering.
- Assist the Director on animal care and control matters while serving on the Regulatory Services executive management team.
  - Assist in the development and oversee the implementation of the division business plan and annual budget.
- Manage all FTEs assigned to Minneapolis Animal Care and Control.
  - Recruit, hire, coach, correct, discipline and terminate employees as appropriate...
  - Develop and prioritize work assignments.
  - Oversee performance appraisals.
  - Ensure policies, procedures, and training that ensures the safety of individuals involved in enforcement
- Manage all division's financial matters.
  - Work with the Finance Department on budgetary requests and administration.
  - Accountable for managing and monitoring the division's budget, to ensure appropriate spending of tax, donation, and grant dollars with appropriated budget and funds.
  - Oversee grant and donations management.
  - Oversee all contracts, including for field veterinary services.
  - Oversee licensing, fees, fine, and permit revenue.
- Work directly with the Director and City Council Members to improve City ordinances and State laws related animals and obtain approval of division's budget and operations.
  - Draft and move for approval amendments to ordinances and state statutes.
  - Provide documentation and work with Council Member's related to division's budget operations requests.
  - Testify at council and legislature committee meetings.
- Manage all aspects of physical assets.
  - Facility maintenance and improvement; including security, equipment maintenance and replacement, and system operations.
  - Fleet - including daily operations, budget requests, and replacement cycle.
  - Equipment acquisition and maintenance.
- Manage, coordinate, and implement a response plan for handling over 17,000 animal control service calls annually; developing a priority response based on the City's Goals and the Department's core values.
- Responsible for ensuring division's compliance with Federal, State and City laws.
  - Interpret Federal, State and city laws for staff.
  - Manage and monitor the administrative citations program
  - Prepare and assist staff in preparing court cases.
  - Procure and execute search warrants.
  - Manage, review, present, and sign court complaint summons against violators.
  - Review bite incident reports and dangerous animal reports and make dangerous animal declaration and quarantine decisions per City Ordinance and State Law.
  - Present cases at dangerous animal hearings and testify in court cases.

- Responsible for managing all of Minneapolis Animal Care and Control’s shelter operations and programs, including policy and procedure development, implementation, monitoring, and modification when appropriate
  - City’s pet license program,
  - Review and approval of permits for animals and animal events.
  - Care and handling of sheltered animals. Ensuring the highest level of care of owned and non-owned animals in the city’s care.
  - Euthanasia operations and other population control options.
  - Animal adoptions program. Public adoptions and transfers to humane organizations and rescue groups to permanently place animals in responsible, safe environments.
  - Facility operations including counter service desk operations, animal staging area, and veterinarian service area, and loading area.
  - Volunteer and donations programs.
- Develop and maintain positive relationships with community leaders, residents, Elected Officials, the media, the Humane Society, and other stakeholders.
- Represent the division at the Minnesota Legislature, community meetings, public events, and press conferences regarding public safety, code compliance, and program and policy development.
- Respond to and resolve resident inquiries and complaints.

## **POSITION ANALYSIS**

### **PREREQUISITE KNOWLEDGE**

The position will require a Bachelor’s Degree from an Accredited Institution or equivalent and five years of related experience that has included enforcement, ordinance development, policy work and three years of supervisory experience.

A rating of **60 points** will be applied.

### **DECISIONS AND ACTIONS**

The position is responsible for program development and policy and procedure in the Animal Control Division. The position makes operational management decisions independently. These include classifying animals as dangerous, impounding or quarantine of animals, and destruction of animals. Other operational decisions include criminal investigation decisions such as criminal complaints, search warrants, and property (animal) seizure. It makes decisions on the removal of animals based on the circumstances and the condition of the animal and its environment. The position makes decisions on the operation, maintenance and repair of the facility, staffing decisions, and fleet management (eight vehicles). Most emergency response or short term crisis are handled independently. This would include technology failures, large incident response for fires and other emergencies where animals are involved. The position makes personnel related decisions, including hiring decisions, labor issues, and disciplinary decisions.

The position is on the Regulatory Services Management Team and will have responsibility for participating in business planning and project coordination on a Department wide basis. Other decisions the position is involved in include Council actions, any matters involving the media,

and all contracts and memorandums of understanding with other organizations. For matters that involve large expenditures or impact the City's image the position will review activities with the Department Head.

A rating of **60 points** will be applied. Jobs at this level have City-wide responsibilities and direct impact on City Government or citizen wellbeing. They supervise critical work groups, or manage a specialized function, serving in a senior advanced analytical capacity. Decisions tend to have greater impact on the organization due to greater city-wide impact, more notable budgetary impacts, or longer-term impacts. These positions are higher level managers and administrators who typically are one or two levels down from the Department Head, depending on the size and makeup of the Department. At this level work is varied and complex, usually involving multiple phases of a major function. Matters dealt with are broad in scope with complex and unusual problems being encountered frequently.

### **SUPERVISORY RESPONSIBILITY**

The position will supervise two Assistant Manager Animal Control positions and two analyst positions. It will have management authority over 19 positions. A rating of **20 points** is appropriate and will be applied.

### **RELATIONSHIPS RESPONSIBILITY**

The position will have daily contact with other staff in Animal Control regarding operational concerns. It will have daily contact with the Director Regulatory Services to deal with important concerns and issues, and it will have as needed contact with other high level staff in Regulatory Services Department to discuss operations where collaboration and mutual benefit are possible, and to deal with problem properties, and related issues. The position will serve on the Regulatory Services management team. It will frequently be in contact with the Legal Processes Coordinator regarding administrative citation issues for the Animal Control unit. It will have regular contact with all Regulatory Services divisions to coordinate service, enforcement, business planning and any and all other project initiatives.

Contact with other City Department will include regular contact with City Attorney's office regarding enforcement, code development and /or ordinance amendments and legal questions. It will work with the City's Communications Department as required. Contacts will include daily contact with the 911 and 311 Units in response to calls for services, and the Park Board and Minneapolis Police Department regarding animal incidents and problems, animal welfare complaints, search warrants, criminal activities, eviction activities, and daily call loads, and coordinate collaborative efforts. The position has frequent contact with the Mayor's Office and the City Council Office Staff regarding complaints and requests for service. The job will work with the Public Works Department and with the Information Technology Department as required.

As the top position in the Animal Control function this position will take responsibility for all politically sensitive and controversial communications. It will handle Contact with community stakeholders as required. It will be contact point for the media. The position will be a focal point with stakeholders in animal control related matters.

A rating of **60 points** will be applied. At this level jobs are higher-level and stronger communication skills are required. At this level more finesse and communication skills are needed. There is more facilitation of meetings and groups, more negotiating being done, and more presentations are being made. These act on behalf of the City to advocate for interests and objectives. They have more interactions with decisions makers, Council Members, and other important internal contacts regarding issues and concerns. Externally they are representing the City with higher level staff from other organizations, enforcement agencies, and will take the lead in dealing with controversial issues in the area where they are assigned.

## **WORKING CONDITIONS**

The primary working conditions of the position will be an office setting, with exposure to computer keyboarding, and other office equipment. The position will frequently be subject to animal shelter conditions and there may be some safety concerns in this position due to upset individuals threatening physical harm. The position also entails an on-call status for some situations that develop. A rating **25 points** is justified and will be applied. At this level the work requires some infrequent but notable exposure to hazardous or unusual conditions

## **EFFORT**

The classification will deal with many different demands on its time in managing the Animal Control Unit. There will deadline pressures associated with operations of the unit, budget, and dangerous and illegal animal issues. It will deal with deadlines in arranging contracts and dealing with vendors. It will be under pressure in dealing with media issues. The need for strong public relations adds to the effort required. The position will supervise enforcement of regulations for animal control, and there will be stress in dealing with complaints from enforcement actions that need to be taken. Attention to detail will be critical in making reports, dealing with legal documents and situations, such as search warrants, restraining orders, interrogatories, budget documents, and other work related materials. There is stress involved in dealing with shelter management issues including the destruction of animals.

A rating of **60 points** will be applied. Jobs at this level are managers over significant work units and initiatives in the City. They are responsible for planning and organizing work functions and are under pressure to deal with problems that arise in units under them. These jobs deal with significant challenges. There are deadline pressures based on business cycles, City Council cycles, and a need to provide attention to detail in contracting, negotiating, reviewing financial information, creating reports, managing risk, etc. At this level positions are dealing with setting priorities and ensuring compliance to City goals and objectives. There is pressure to meet expectations and pressures driven by budget, project related deadlines, responsiveness to elected officials, and other constituencies, and in making recommendations to higher level managers and officials.

According to the Director Regulatory Services the proposed position meets the criteria for appointed positions under the Minneapolis Code of Ordinance, Section 20.1010 as follows:

1. The person occupying the position must report to head of the designated City Department or the Designated City Department Head's Deputy.

The position will report directly to the Director, Regulatory Services. The Department head.

2. The person occupying the position must be part of the designated Department Head's management team

The position will be part of the Regulatory Services Management Team.

3. The duties of the position must involve significant discretion and substantial involvement in the development, interpretation, or implementation of City or Department policy.

The position will directly involve development, interpretation, and implementation of City and Department policy related to animal care and control in the City of Minneapolis.

4. The duties of the position must not primarily require technical expertise where continuity in the position would be significant.

The duties of the position do not primarily require technical expertise.

5. There is need for the person occupying the position to accountable to, loyal to, and compatible with the Mayor, City Council, and the Department Head.

The person hired will need to be accountable to the City Council, Mayor, and Department Head.

**RECOMMENDATION:**

Establish the position as Deputy Director, Animal Care and Control (Appointed, 543 Points, Grade 12)

CLASSIFICATION FACTOR WORKSHEET								
Benchmark Classifications	Factors						Total Points	Grade Level
	1	2	3	4	5	6		
Manager Animal Care and Control	60	55	20	60	20	50	515	11
<b>PROPOSED CLASSIFICATION</b>								
Deputy Director, Animal Care and Control (Appointed)	60	60	20	60	25	60	543	12

1. Prerequisite Knowledge
2. Decisions and Actions
3. Supervisory Responsibility
4. Relationship Responsibility
5. Working Conditions
6. Effort

### Executive Exemption

The job meets the requirements to be exempt from the Fair labor standards Act. The job will be compensated on a salary basis (as defined in the regulations) at a rate exceeding \$455 per week. The job's primary duty will be managing the Animal Care and Control Division of the Regulatory Services Department a customarily recognized subdivision of the enterprise. The person hired will direct the work of 19 full-time employees. The person hired will have the authority to hire or fire other employees, and their suggestions and recommendations as to the hiring, firing, advancement, promotion or any other change of status of other employees under their management authority will be given particular weight within the City system.

## **DEPUTY DIRECTOR, ANIMAL CARE AND CONTROL**

**CODE: C**

**SUPERVISED BY: Director, Animal Control**

**SUPERVISES: Assistant Manager Animal Control, Animal Control Lead Workers, Animal Control Wardens and Office Staff**

### **NATURE OF WORK**

**Manage the Minneapolis Animal Care and Control Division including directing the Divisions business lines field activities. and coordinating services with other City Departments, and outside agencies, and serve on the Regulatory Services Management team.**

### **TYPICAL DUTIES AND RESPONSIBILITIES**

**(Including, but not limited to the following)**

- Lead the Minneapolis Animal Care and Control Division by directing the division's many business lines; including 24 hour public safety response.
- Coordinate all areas of animal care and control services with other City Departments and outside agencies. Ensure coordinated efforts to ensure efficiency and effectiveness in the delivery of City services, including;
  - Work with 311, 911, and Police Department on coordinated response to emergency and non-emergency service calls; including response protocols.
  - Work with the City Attorney's Office in the pursuit of criminal convictions.
  - Emergency Preparedness Planning and develop emergency plan for animal sheltering.
- Assist the Director on animal care and control matters while serving on the Regulatory Services executive management team.
  - Assist in the development and oversee the implementation of the division business plan and annual budget.
- Manage all FTEs assigned to Minneapolis Animal Care and Control.
  - Recruit, hire, coach, correct, discipline and terminate employees as appropriate...
  - Develop and prioritize work assignments.
  - Oversee performance appraisals.
  - Ensure policies, procedures, and training that ensures the safety of individuals involved in enforcement
- Manage all division's financial matters.
  - Work with the Finance Department on budgetary requests and administration.
  - Accountable for managing and monitoring the division's budget, to ensure appropriate spending of tax, donation, and grant dollars with appropriated budget and funds.
  - Oversee grant and donations management.
  - Oversee all contracts, including for field veterinary services.
  - Oversee licensing, fees, fine, and permit revenue.
- Work directly with the Director and City Council Members to improve City ordinances and State laws related animals and obtain approval of division's budget and operations.
  - Draft and move for approval amendments to ordinances and state statutes.



- Provide documentation and work with Council Member's related to division's budget operations requests.
  - Testify at council and legislature committee meetings.
- Manage all aspects of physical assets.
  - Facility maintenance and improvement; including security, equipment maintenance and replacement, and system operations.
  - Fleet - including daily operations, budget requests, and replacement cycle.
  - Equipment acquisition and maintenance.
- Manage, coordinate, and implement a response plan for handling over 17,000 animal control service calls annually; developing a priority response based on the City's Goals and the Department's core values.
- Responsible for ensuring division's compliance with Federal, State and City laws.
  - Interpret Federal, State and city laws for staff.
  - Manage and monitor the administrative citations program
  - Prepare and assist staff in preparing court cases.
  - Procure and execute search warrants.
  - Manage, review, present, and sign court complaint summons against violators.
  - Review bite incident reports and dangerous animal reports and make dangerous animal declaration and quarantine decisions per City Ordinance and State Law.
  - Present cases at dangerous animal hearings and testify in court cases...
- Responsible for managing all of Minneapolis Animal Care and Control's shelter operations and programs, including policy and procedure development, implementation, monitoring and modification when appropriate:
  - City's pet license program.
  - Ordinance enforcement and administrative citations.
  - Review and approval of permits for animals and animal events.
  - Care and handling of sheltered animals. Ensuring the highest level of care of owned and non-owned animals in the city's care.
  - Euthanasia operations and other population control options.
  - Animal adoptions program. Public adoptions and transfers to humane organizations and rescue groups to permanently place animals in responsible, safe environments.
  - Facility operations including counter service desk operations, animal staging area, and veterinarian service area, and loading area.
  - Volunteer and donations programs.
- Develop and maintain positive relationships with community leaders, residents, Elected Officials, the media, the Humane Society, and other stakeholders.
- Represent the division at the Minnesota Legislature, community meetings, public events, and press conferences regarding public safety, code compliance, and program and policy development.
- Respond to and resolve resident inquiries and complaints.

**MINIMUM QUALIFICATIONS:** Bachelor's Degree from an Accredited Institution or equivalent (Various Combinations of Education and experience may qualify for this position)

**MINIMUM EXPERIENCE:** Five years of relevant experience, which has included Ordinance development, enforcement, policy work and three years of supervisory experience

**LICENSES/CERTIFICATIONS:** N/A

**OTHER SPECIFICATIONS**

- Knowledge of animal behavior and control procedures, and the ability to comfortably handle animals.
- Considerable knowledge of and the ability to enforce state statutes, codes, and regulations relating to animal control and animal shelter operation.
- Working knowledge of animal diseases and public health principles.
- Knowledge of emergency preparedness policies and procedures.
- Knowledge of the techniques of investigation and enforcement and familiarity with the judicial process.
- Working knowledge of computer operations, applications and software.
- Good oral and written communication skills.
- Knowledge of modern

**WORKING CONDITIONS:** Normal office setting with occasional field and kennel work.

<b>Service:</b>	<b>Appointed</b>
<b>GRADE:</b>	<b>12 (543 Total Points) Executive Exemption</b>
<b>CLASSIFIED:</b>	<b>November 2013</b>
<b>JOB SPEC:</b>	<b>November 2013</b>

**CITY OF MINNEAPOLIS**