



CLASS TITLE | ANIMAL SERVICES SUPERVISOR

PAY GRADE: EX-32 | www.cityoftulsa.org/pay

Effective Date: 04/09/2025

CLASS CODE: 2132

PURPOSE OF THE CLASSIFICATION: Under general supervision, supervises, assigns, reviews, and participates in the enforcement of City ordinances, as well as ensuring compliance with applicable state and federal laws and regulations relating to the care and control of animals, ensuring the safety of citizens and Tulsa Animal Services (TAS) staff, and providing high level professional customer service; and performs other related duties as assigned.

ESSENTIAL TASKS:

- Plans, prioritizes, assigns, supervises and reviews the work and schedule of subordinate personnel responsible for providing animal care and customer service within the animal control section of TAS
- Supervises difficult animal control investigations, decides disposition in difficult cases and ensures compliance with policy and procedures
- Interprets City ordinances for subordinates and the public
- Responds to complaints from citizens and assists citizens with completing the necessary forms and documentation
- Ensures staff and the public have a clear understanding of ordinances, TAS processes, and procedures by composing and reviewing memorandums, correspondence and public notices as needed
- Authorizes the disposition of animals
- Conducts training sessions for subordinates on handling of animals, safety when dealing with difficult animals, customer service, and other areas, as determined by management
- Oversees mandatory yearly training records and requirements for subordinate personnel, setting long term and short-term goals for staff
- Evaluates effectiveness of present operations related to animal control processes and procedures and makes improvement recommendations to management
- Authorizes the disposition of animals and oversees euthanasia record keeping and selection process to ensure that proper animals are euthanized
- Issues and maintains inventory control of City-owned equipment and controlled substances to ensure compliance with policies and procedures and Drug Enforcement Agency regulations
- Maintains accurate records regarding intake, euthanasia, disposition, as well as employee and equipment records
- Oversees and assists in providing animal care, facility cleanliness and hygiene to ensure the health and cleanliness of the shelter, TAS staff while in the shelter, and City equipment
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.



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QUALIFICATIONS:

Training and Experience: Must meet one of the following criteria:

1. (a) Completion of sixty (60) hours from an accredited college or university; **and**,
(b) Four (4) years of experience relevant to the essential tasks; **including**,
(c) One (1) year of supervisory or lead experience;

Or,

2. (a) Completion of one hundred twenty (120) hours of coursework from an accredited college or university; **and**,
(b) Two (2) years of experience relevant to the essential tasks; **including**,
(c) One (1) year of supervisory or lead experience

Knowledge, Abilities and Skills:

Knowledge of:

- Considerable knowledge of City ordinances relating to animal control
- Considerable knowledge of the methods of handling and maintaining custody of dogs, cats, and other animals.
- Substantial knowledge of the administration of controlled substances to animals and the laws and ordinances governing the control of animals, including the methods and techniques of animal collection, impoundment and registration
- Good knowledge of the geography of the City
- The safety requirements of the work being performed and of the working environment
- The City's policies and procedures and any applicable collective bargaining agreements
- Principals of animal behavior and care, various breeds of dogs, cats and other domestic animals, various breeds of feral animals, predators, and other wildlife common to the area
- Principals of supervision, training and performance evaluation
- Procedures and techniques for dealing with the public in a tactful but firm manner
- Principals of report writing, case load management and documentation and of accounting and records keeping
- Euthanasia techniques and procedures

Ability to:

- Assign, coordinate, supervise, and direct the work of subordinate personnel
- Instruct and provide training to employees on applicable policies, laws, and best practices related to animal control and to develop work procedures and methods
- Make effective and quick decisions in complex or emergency situations
- Professionally, compassionately, and effectively communicate both verbally and in writing



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- Understand and carry out verbal and written instructions in an often stressful and emotional work environment
- Operate and care for animal control equipment and animal control vehicles, including operating a two-way radio
- Interpret and apply Federal Codes, State Codes, and City of Tulsa Municipal Code as they pertain to animal services
- Perform a variety of animal control activities, including utilizing proper handling and muzzling techniques, and administering animal first aid and lethal injections
- Maintain accurate and complete records, reports, and simple accounting statements and to maintain financial records and prepare and administer budgets
- Establish and maintain effective working relationships with public officials, other employees and the general public
- Utilize the highest level of interpersonal skill in order to understand, select, develop, and motivate people at any level within or outside the organization, serving as an example to staff in adhering the standards of professional conduct and utilizing emotional intelligence
- Work a flexible and changing schedule including evenings and weekends, as required

Skill in:

- Operating office equipment and related software
- Evaluating staff, training needs, and areas of development

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting, carrying, pushing, and pulling up to 60 pounds; may be subject to walking, running, standing, sitting, reaching, bending, handling, smelling, twisting, reaching with hands and arms, crouching or crawling, lifting a repetitive motions; and vision, speech, and hearing sufficient to perform the essential tasks. Work regularly requires exposure to fumes or airborne particles, exposure to toxic or caustic chemicals, including urine, blood, and feces, and exposure to outdoor weather conditions, and exposure to bloodborne pathogens; work is generally in a loud noise location.

Licenses and Certificates:

- a) Possession of a valid class "D" Oklahoma Driver license; **and,**
- b) Obtain the following within one (1) year of date of hire:
 - Certified Animal Euthanasia Technician license; **and,**
 - Oklahoma Bureau of Narcotics and Dangerous Drugs license; **and,**
 - Drug Enforcement Agency (DEA) License; **and,**
 - National Animal Control Association or Oklahoma Animal Control Association Animal Control Officer certification



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WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting, and occasionally outdoors and in inclement weather. May be exposed to the following: animal waste/dead animals, traffic, cramped work areas, weather/temperature extremes, rough terrains, damp/wet surfaces, snow/ice covered surfaces, animal bites, insect bites, poisonous plants, toxic fumes/vapors/odors, and high noises.

EEO Code: E-02

Group: Public Safety

Series: Public Safety Technical