



Director of Animal Protection and Control

Job Title:	Director of Animal Protection and Control
Department:	Animal Protection and Control
Job Classification:	Full time, exempt, salary
Job Relationships:	Reports to the CEO Supervises Animal Protection and Control Sergeants, Animal Protection and Control field and Dispatch Officers. Works cooperatively and proactively with Senior Staff members, the Associate Director of Operations, Shelter Manager and Supervisors, and Veterinary Services Department Staff.

Reporting to the CEO, the Director of Animal Protection and Control is responsible for providing strategic direction, overall management and tactical animal control leadership for NOCO Humane. Directs the enforcement of applicable county and municipality ordinances and state statutes relating to animal welfare and public safety. Develops and implements policies, programs and services related to Animal Control for contractual jurisdictions and works to ensure Organizational compliance. Cooperatively develops programs and activities to promote responsible pet ownership consistent with the values and mission of NOCO Humane. Serves as a field officer as needed.

Major Duties and Responsibilities

- **Department Direction and Contractual Compliance and Relationships**

Oversees the direction and day-to-day-operation of the Animal Protection and Control (APC) department, ensuring contractual obligations are met regarding coverage, terms of coverage, and enforcement of applicable State laws and local ordinances regarding animals. Leads annual planning and budgeting for the department. Ensures compliance with all applicable federal, state and local animal care and sheltering requirements related to APC (PACFA, Larimer County Health Department, etc.). Stays abreast of industry trends and implements changes in policies and procedures as appropriate for the Organization, the strategic goals and the needs of community. Proactively communicates with CEO and Senior Management regarding issues and proposed changes that impact the rest of the Organization. Responsible for compliance with reporting requirements including, but not limited to, the jurisdictions and Bureau of Animal Protection. Takes a leadership role in updating contract valuation formula and jurisdictional contract negotiations in Larimer County and makes recommendations for any changes. Develops and maintains relationships with all Larimer County contract entities and justice representatives such as district attorneys and city attorneys. Serves as a liaison for other animal control agencies, local law enforcement and State animal welfare agencies (Colorado Department of Agriculture/PACFA/Bureau of Animal Protection). Makes recommendations regarding code enforcement changes for animal-welfare-related ordinances. Actively participates in local and state collaboration activities.

- **Management of Animal Protection and Control Staff**

Manages department employees and ensures appropriate performance, training, staffing levels, schedules and work assignments; develops and writes department standard operating procedures (SOPs) using the Organization's SOP process, and ensures APC staff compliance with all applicable organizational policies and procedures. Promotes professionalism and high standards of client service within the department. Consistently coaches, evaluates, and

develops staff. Oversees department handling of Animal Protection and Control cases and investigations providing assistance and guidance regarding judicial process. Establishes team safety protocols and ensures training and compliance with all organizational and department safety processes and expectations, providing for and instituting a culture of safety. Takes immediate action to address any safety concern or noncompliance of safety rules that could put a client, volunteer, employee, animal, or the organization at risk and ensures follow-up investigations, in accordance with standard procedures, for work-related department injuries. Ensures staff compliance with internal policy, procedure, leave and Workers' Compensation requirements.

- **Spokesperson for Animal Control Issues**

As the subject matter expert, represents the Organization for animal enforcement related issues. Educates and advises the public on Animal Protection and Control ordinances. Responds to client concerns and addresses customer service feedback in a timely manner. Responds to community requests for Animal Protection and Control presentations. Works with the Organization's media liaison.

- **Member of senior management team**

As a member of the senior management team maintains close proactive and ongoing communication with the CEO and all members of Senior Management Team updating them on departmental progress and any issues that may impact their areas of responsibility. Helps set the direction of NOCO Humane.

- **Performs duties of an Animal Control Officer as needed**

- **Other duties as assigned**

Qualifications

Bachelor's Degree or equivalent applicable experience. Minimum of 3 years staff supervisory experience of 6 or more people. Minimum of 4 years of experience in the field in Animal Protection and Control, code enforcement or law enforcement preferably in a supervisory or management capacity. Proven customer service skills required. Solid verbal and written communication skills required as are solid computer skills. Public speaking experience required and media spokesperson experience desired. Colorado State Animal Control Officer Certification and court testimony experience desired. Certifications including NACA, NACHO, POST, and CAWA are a plus. Animal shelter and Chameleon software experience a plus. Contract negotiation and government liaison experience a plus. Bilingual, written and spoken, in English and Spanish a plus and includes a wage premium. Insurable driving record and possession of, or ability to obtain, a valid Colorado driver's license. Must be at least 21 years of age for insurance coverage.

Knowledge, Skills, Abilities

- Knowledge of report writing, investigations, court procedures
- Proven organization, prioritization and time management skills
- Finance and budgeting skills
- Effective staff management and development skills
- Public and employee relations skills
- Proven emotional intelligence, work ethic and integrity skills

- Strong interpersonal skills with the ability to establish and maintain effective working relationships with peers, employees and citizens
- Ability to develop written protocols, work with numbers and compile and analyze statistics
- Ability to direct, train, coach and evaluate employees, set and achieve goals and develop an efficient and professional work team
- Ability to work a flexible schedule as required including weekend or evening shifts as necessary. Respond to team members as required.
- Ability to exercise discretion and good judgement when dealing with confidential information and when handling potentially hostile individuals and situations
- Knowledge of Larimer County, Fort Collins, Loveland, State of Colorado and all other applicable laws
- Ability to perform the full range of animal control Officer duties as needed
- Knowledge of animal breeds, behavior, handling, and chemical capture
- Knowledge of appropriate regulations regarding radio transmission and communications
- Strong animal handling skills and knowledge of wildlife issues
- Ability to achieve AWAC State Animal Control Officer Certification within one year of employment
- Ability to obtain euthanasia certification, upon completion of the internal process, and perform euthanasia within six months of employment

Work Environment and Physical Requirements

Work is primarily performed in an office environment with field work as needed. When performing the role of an Officer, work is often outdoors with exposure to noise, animals, and all types of weather. Physical demands include standing, driving, walking, sitting, talking, hearing, reaching, pulling, pushing, kneeling, bending, crouching, manually performing data entry, and talking on a phone or radio up to 10 hours per day. Sufficient eyesight, with or without corrective lenses, to perform the functions of the job. Must be able to drive and talk on radio simultaneously. Able to lift and carry objects or animals up to 50 pounds unassisted and more with assistance. Full range of body movements and hand/foot coordination for operation of equipment. Occasional exposure to chemicals, odors, fumes. Use of needles and syringes. Exposure to aggressive animals, zoonotic diseases and rabies vector species. Ability and willingness to perform euthanasia on animals as needed in the course of departmental duties. Exposure to clients showing a wide range of emotions including hostility. Rabies vaccination and occasional titer testing. Position may be called upon any hour of the day to advise and assist team officers and dispatchers.

NOCO Humane conducts criminal background checks and requires drug testing of all employment candidates.

We are an equal opportunity employer.