



# PIMA COUNTY

PIMA COUNTY ANIMAL CARE ADVISORY COMMITTEE  
 January 12, 2017 – 4:00 P.M.  
 Herbert K. Abrams Public Health Center  
 3950 S. Country Club Road Room 1108, Tucson, Arizona 85714  
 (520) 724-7987

	Agenda Item	Type
1.	<b>Call to Order</b> <b>A. Roll Call</b> Kristin Almquist Tamara Barrick Suzanne Droubie Dan Eckstrom Barry Gillaspie Christy Holliger  <b>B. Pledge of Allegiance</b>	Action
2.	<b>Adoption of December 8, 2016 Meeting Minutes (All Members)</b>	Discuss/ Action
3.	<b>Call to Audience – 3 minutes or less. Please refrain from repeating comments of another speaker.</b>	Public Call
4.	<b>Old Business</b> A. Update on PACC infectious disease resolution B. Presentation on procedures for ensuring animals are not left in vehicles C. Data Summary – Questions/Comments D. PCACAC Topics Priorities Subcommittee – Progress update	Discuss/ Action
5.	<b>New Business –</b> A. PCACAC Topics – Shelter Operations Initial Reports: a. Organizational Structure, personnel by unit and description b. Standard Operating Procedures (SOP) – Alphabetical list with description and date last updated. c. SOP Priorities in 2017 - Staff / PACAC	Discuss/ Action
6.	<b>Announcements</b> A. Chair (Gillaspie) B. Committee C. Volunteer Representative (Holliger) D. Management Report (Ocano) a. Construction update	Discuss/ Action
7.	<b>Future Agenda Items (All Members)</b>	Discuss/ Action
8.	<b>Call to Audience – 3 minutes or less. Please refrain from repeating comments of another speaker.</b>	Public Call
9.	<b>Adjournment</b>	Action

One or more members of the public body may participate by telephonic or video communications.  
 Should you require ADA accommodations, please contact the Pima County Health Department  
 five (5) days prior to the meeting at (520) 724-7729  
 A copy of the Agenda is available from the Pima County Health Department, 3950 S. Country Club Rd.,  
 Tucson, Arizona 85714 or at [www.pimahealth.org](http://www.pimahealth.org)



Pima County Animal Care Advisory Committee Minutes  
December 8, 2016  
3950 S. Country Club Road  
Tucson, Arizona 85714

**Draft**

1. Call to Order

Mr. Gillaspie called the meeting to order at 4:00 pm.

A. Roll Call

Present:

Kristin Almquist

Suzanne Droubie

Dan Eckstrom (late)

Barry Gillaspie

Christy Holliger

Pat Hubbard

Jose Ocano (Non-Voting)

Gail Smith

Andrew Squire (late)

Absent:

Tamara Barrick

Erin O'Donnell

Rhonda Pina

B. Pledge of Allegiance

Mr. Gillaspie led the Pledge of Allegiance.

2. Adoption of November 10, 2016 Meeting Minutes

Chairman Gillaspie asked to have a few edits made to the minutes. A motion to approve the edited November 10, 2016 meeting minutes was made and seconded (Hubbard/Squire) that the minutes be adopted as written. The motion carried unanimously (6-0).

3. Call to Audience

There were no speakers at this call to the audience.

4. Old Business

A. Update on PACC infectious disease resolution

Chairman Gillaspie pointed out to the committee that Mr. Huckelberry's memo which updated the situation at PACC was sent out to the committee at 2 p.m. today and a copy of the memo was printed for each of them.

Mr. Ocano addressed the committee updating them on the disease outbreak at PACC in November. At the time of the exposure, 504 dogs were identified as being on campus. Since then 19 dogs have tested positive for distemper, 9 tested positive for strep zoo and 4 tested positive for both. Unfortunately, 4 dogs had to be euthanized due to the outbreak of strep zoo and a litter of 9 puppies who tested positive for distemper and developed neurological issues could not be saved. There are still 142 dogs at PACC in quarantine and are unavailable. PACC is waiting for them to finish shedding so they can be tested and put up for adoption. As of today, there are 8 dogs whose tests are pending and 40 more dogs due to be tested next week with the results in 2 to 3 days. These dogs are using about 53% of kennel capacity or a total of 140 kennels needed to isolate these animals. Due to this, PACC is still not taking in healthy owner surrenders or any euthanasia requests but plan on beginning next week. Dogs that tested positive for distemper or strep zoo began a regimen of 10-day antibiotic and shedding between 4 to 8 weeks. Determination of when to swab these animals is based on their health history. This makes for a staggered process of when dogs are ready to go up for adoption. Dr. Garcia added that this process is not unlike how human disease is handled such as the Zika virus and why it is done in batches until the infections are cleared; which accounts for why PACC's isolation procedures are so stringent for animals under isolation in order to fully contain the diseases and to attempt to contain the disease from spreading. UC Davis staff came to PACC to have a consultation to determine how well the initiatives instituted contained the spread of the disease. UC Davis didn't charge PACC for the consultation and the Friends of PACC picked up the tab for their airfare and lodging. The brief report they wrote confirmed that PACC's initiatives are working and are based on reasonable veterinary standards. They did point out vulnerabilities; such as being able to manage PACC's intake area. When the crisis is over, PACC will have a hotwash meeting to go over what happened and what can be done better in the event of another crisis. The report for UC Davis will be part of that process. Ms. Holliger asked why an inoculated, healthy dog living at the shelter for a long time before the outbreak came down with the disease and succumb to it. Dr. Garcia said that even in a human, a vaccine breakthrough can occur. The vaccine protection is never perfect and in the environment that occurred at PACC with the co-occurrence of the two diseases only made the situation worse. Mr. Ocano concurred with Dr. Garcia and said that Dr. Wilcox has been speaking with the vaccine manufacturer and UC Davis regarding the efficacy of the vaccines in this current environment and the different effect the vaccine has on a shelter animal compared to your own personal animal. Therefore, PACC is considering whether it is a reasonable request to ask an owner who wishes to surrender a dog if they would be willing to bring the dog in to be vaccinated two days before they are surrendered as the dog will have a much better chance of having the vaccine take hold.

Mr. Ocano asked the committee to look at their copy of the memo from Mr. Huckelberry and look at the chart under budget implication. As of last week the total cost for the recent infections disease threats at PACC is \$51K, with medications and staff overtime as the biggest costs. PACC is doing whatever they can to bring in other resources such as a \$3K grant from the ASPCA, People for Animals has been paying for euthanasia offsite up to \$10K and the Friends of PACC will be gifting \$10K as well. Also, the jurisdictions, via the IGA, will be providing funds to offset costs. PACC is looking at other resources/fund raising efforts to bring in money to help

offset the costs. Mr. Squire feels that there should be a 2.5% contingency fund annually that can be carried forward and rolled over to support an issue if one happens in the future. Dr. Garcia agreed with Mr. Squire and said that they have a contingency fund for human health and need to have the same thing for animal health and the total cost of this issue will help gauge the amount that the set aside should be.

**B. Dashboard iteration (3) (Staff) – Discussion and confirmation of format moving forward**

Chairman Gillaspie asked the committee to refer to this November's dashboard which was sent out to them and asked them to vote on finalizing the Dashboard which going forward will be called the Data Summary and to remove the "Draft" watermark.

Before the vote, Mr. Gillaspie asked the committee if there were any questions and Mr. Gillaspie had a few question. The first was what does "Adoption to Rescue" means. Mr. Ocano informed the committee that means animals are pulled and sent to local rescue organizations. Secondly he asked, what is the difference between "non-live outcomes" and euthanasia. Mr. Ocano explained that "non-live outcomes" are animals that died naturally from their injuries or illness and are not actually euthanized. Thirdly, what is licensing add-ons. Mr. Squire answered that it is the additional monetary donation that comes in with the licensing payment.

Also, Mr. Ocano informed the committee that the reason Community Cats is not filled out is the numbers were not available and he will provide November numbers at the next meeting. Mr. Gillaspie said that if getting the numbers from the company currently being used is taking two months to get then perhaps a different company should be sought.

Ms. Almquist asked if an asterisk can be used to denote an unusual number for that month, i.e. offside adoptions are considerably lower due to the current situation at PACC. Ms. Almquist also asked if PACC can produce an annual fiscal year report of the total numbers and Mr. Ocano said that he would make sure the committee gets a copy of those numbers.

Mr. Gillaspie asked for a motion to adopt the Data Summary as written and to stick with it for six months and then reassess. A motion was made and seconded (Hubbard/Squire) and the vote carried unanimously (8-0).

**5. New Business**

**A. Creation of a subcommittee to develop veterinarian medication contribution network (O'Donnell)**

Chairman Gillaspie informed the committee that Dr. O'Donnell wasn't able to attend but she had let him know that she spoke to Mr. Ocano about doing a presentation to the Southern Arizona Veterinarian Medical Association to inform them of what is currently happening at PACC as a lead in to eventually asking for help when needed. She has wanted to do this for a long time and she feels this organization will be favorable to provide the help when needed by providing both

medication and back up veterinarian care. Dr. O'Donnell will need to reach out to other veterinarians to enlist their support. She might possibly need a couple of volunteers to help her with that. Ms. Hubbard volunteered to help as she already works with area veterinarians.

**B. Jurisdiction meeting offsite planning (Squire)**

Chairman Gillaspie said he put Mr. Squire down as the person in charge of contacting the different jurisdictions to find out which ones might want to host a committee meeting at their location. Mr. Squire said he reached out to the partners and has forwarded them the new Data Summary page for them to see what that looks like. Lisa from Marana has gotten back to him saying Marana is interested in hosting a meeting and has asked for a date and time as well as the City of Tucson. Mr. Squire has not heard back from Oro Valley yet. Mr. Squire asked the committee if they would like a brief presentation at the meeting from the jurisdiction on their community. Chairman Gillaspie thought this was a good idea to enhance public relations. He asked the committee if they had any concerns with having the meetings offsite. If not, he would have Mr. Squire and Ms. Yandow begin to schedule the meetings.

**C. Direction from PCACAC on topics and objectives for the coming year**

Chairman Gillaspie reminded the committee that on previous agendas the committee developed a list of items they wished to do a deep dive on. In reviewing the past minutes over the last few years, the two items most discussed were the Volunteer Program and Shelter operations. He felt a good approach is to have the committee list out their concerns, topics and questions and he would write them down on the whiteboard. Discussion amongst the committee resulted in the development of the following list:

**a. Volunteer Program**

- Training
- PACC Staff assistance
- Resolve PACC and Volunteer staff tension
- Volunteer descriptions
- Volunteer descriptions with participation
- Training for volunteer positions
- SOPs by topic areas

**b. Shelter operations**

- Organization chart
- Job descriptions/compare to need
- Job openings
- SOPs by topic areas
- Include volunteers in SOP updates
- How is management staffing distributed?

- Training and oversight of inmates

Chairman Gillaspie asked that a subgroup be formed to work on these two areas. He asked for volunteers to sit on the subcommittee. The committee will consist of Chairman Gillaspie, Christy Holliger, Suzanne Droubie and Jose Ocano. They will meet and report their ideas back to the committee.

## 6. Announcements

### A. Chair

Chairman Gillaspie met with Jose, Gina (PACC Volunteer Coordinator) and Christy to work on the volunteer/staff communication diagram and set up a formal protocol to document issues. A lot of good suggestions were made and Chairman Gillaspie will be working on another iteration to share with the committee.

### B. Committee

There were no items from the committee.

### C. Volunteer Representative

Christy Holliger informed the committee that the biggest challenge currently is retention because PACC lost so many of their volunteers due to the current situation at PACC. Getting those people back will be a challenge. Many of the volunteers are waiting for an all clear before they will return.

Another major area of concern is better communication from PACC staff on how best to deal with the behavior exhibited by the dogs that are currently housed in kennels once they can be let out and begin a normal schedule.

### D. Management Report

Dr. Garcia let the committee know that the County has fully completed the planning phase of the PACC new construction project. The sub-contractors are currently being identified and will be completed by the end of the month. A memo just received today from Mr. Huckelberry states that final contract will be presented to the board at the 1<sup>st</sup> meeting in February. At that point, the construction will begin and increased activity at PACC will begin to occur. The target date for full completion of the new facility is the summer of 2018 with Phase I completed by the end of 2017.

7. Future Agenda Items

Chairman Gillaspie would like to have on next month's agenda a report on what procedures have been put into place to ensure that animals will not be left in PACC vehicles as there is still public concern regarding that issue.

8. Call to Audience

Jo Wishnie, PACC adoption counselor asked to address the committee regarding PACC volunteers. She wanted the committee to realize that all PACC dog walkers are volunteers; and without volunteers, no dog would ever leave their kennel. Happy dogs are more adoptable; therefore, it is important to keep the volunteers happy too. It is noteworthy to realize that many of the volunteer dog walkers work full-time and come in at 5 a.m. or 5 p.m. to walk dogs. Adoption counselors were also all volunteers up to a couple of months ago and without them, dogs would not be getting adopted. Unfortunately, there are still not enough counselors to handle the amount of dogs needing adoption which makes meaningful conversations with the adopters difficult and shows in the monthly return rate. The volunteers would like to be part of the best practices discussion as they want to have a voice in the process.

9. Adjournment

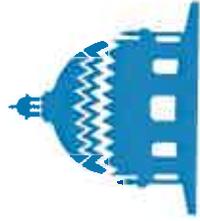
The meeting was adjourned at 5:47 p.m.



# January 2017

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Field Services



**PIMA COUNTY**

**HEALTH DEPARTMENT**

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# Animals on Trucks

PIMA ANIMAL CARE CENTER	PROCEDURE: SOG-006
STANDARD OPERATING GUIDELINES	VEHICLE USE
ENFORCEMENT SECTION	REVISED 11.05
	PAGE 2 OF 2

## INTRODUCTION

Pima Animal Care Center maintains a fleet of vehicles for the transport of animals. The majority of the fleet is comprised of full sized trucks with chassis-mounted animal transport units. The DOA vehicle is a full size truck with a lift and modified bed for dumping. As our fleet is part of our public image and is in operation seven days a week, and for most hours of each day, it is important that each vehicle be cared for properly to minimize wear and tear.

## OBJECTIVE

To ensure the vehicle fleet is properly maintained and inventoried.

## CHECKING OUT A VEHICLE

- Vehicle keys are kept on the pegboard in the briefing room. Once you have removed a set of vehicle keys, place the metal tag with your employee number in their place.
- You must also record your vehicle number on the radio/truck sign out log, your identifier card given to Dispatch, and on your activity sheet.
- Truck should never be left with less than 1/4 tank of gas.

## PRE-TRIP INSPECTION

Before driving your vehicle, make sure that it is operable condition, i.e. fluids, gas, tires, lights, etc. Also, make note of any damage to the exterior or interior of the vehicle on your activity sheet and bring to the attention of your supervisor.

In addition, be sure you have your needed equipment (smears, tapes, etc.) and that the safety cone is in place.

## MAINTENANCE

Our fleet is serviced by the Pima County Automotive Services Department (ASD).

- Routine - Each truck is scheduled for routine maintenance every 7500 miles. ASD will place a maintenance due sticker in the truck. Once a truck reaches that mileage, it is not to be driven and should be backed in at the PACC lot. The Enforcement Support Supervisor maintains the routine maintenance scheduling and will make sure each truck has an appointment as near as possible to reaching its due maintenance mileage.
- Repairs - make a written note of needed repairs and place in your supervisor's box. The truck will be written up for maintenance. If the damage compromises the safety of the vehicle, make sure it is backed in. In some cases, vehicles will need to be towed and not driven to the auto shop.

In either case, the vehicle will be set up with a written repair request and put into traffic for field staff to shuttle to ASD (1301 S. Mission Rd).

Good communication between staff and supervisors will help ensure vehicles are maintained properly. In addition, letting other drivers know if the safety is compromised in a vehicle will prevent further problems (i.e. written note on briefing room board and/or note in vehicle cab).

## CLEANING

All trucks will be cleaned at the end of each shift by the Animal Care Officer who used the truck during the preceding shift. Clean shall be defined as: No blood, feces, milk, vomit, etc. in cages. The cab shall be free of any trash such as soft drink containers, food wrappers, etc. No materials will be left on top of the dashboard. Windows and truck bodies will be clean. Personal gear will not be left in a truck after the owner of the gear has concluded his/her tour of duty.

PIMA ANIMAL CARE CENTER	PROCEDURE: SOG-006
STANDARD OPERATING GUIDELINES	VEHICLE USE
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	PAGE 2 OF 2

## REDUCING UNNECESSARY MILEAGE COSTS

- At the beginning of each shift, assigned calls shall be prioritized and an itinerary laid out in geographical order by each field officer.
- Required refueling shall be accomplished before returning to the Center at the end of each shift.
- Dispatchers shall insure that all incoming calls are dispatched to the field as soon as possible to enable the officers in the field to route in a manner that will not require unnecessary mileage.
- Field Animal Control Officer's shall take breaks as close to their previous call, or stop, as possible.
- All Administrative errands of non-emergency nature shall be consolidated into one trip daily. (i.e. delivery or paperwork to Health Department Administration, delivery of Court documents, to pick up the pups from Records, etc.)
- Personal side trips shall be handled during off-duty hours in privately owned vehicles
- Vehicles will not be left unattended with the motor running, except in an emergency situation, or, if the situation requires it, while attempting to impound an animal. If it is necessary, the vehicle will be left in "park" (automatic) or "neutral" (manual shift) with the hand brake fully set.

# Animals on Trucks

PIMA ANIMAL CARE CENTER STANDARD OPERATING PROCEDURE ENFORCEMENT SECTION	PROCEDURE: SOP EXXX VEHICLE USE Effective Date: Approved by:
--------------------------------------------------------------------------------	-----------------------------------------------------------------------

**SECTION XX**  
**Vehicle Use**

1. After Road Call Officers are to log onto the Chemulsion software system and then perform a Vehicle Safety and Equipment Inspection Form.
2. Vehicle logs are to be obtained from the log storage board. Each officer shall record the vehicle number on the truck sign out sheet and then record this information in Chemulsion.
3. Truck Inspection:

Before leaving the Center to begin their tour of duty, each officer must inspect their vehicle. The purpose of the inspection is to insure the Vehicle's Safety; that the Vehicle Functions properly; and that the Vehicle Condition is clean and well-maintained.

**A. Vehicle Safety:**

The officer will check all emergency lights and flashers. The tires are also to be checked daily for low pressure, damage, and tread wear. The mirrors are to be checked on both sides to ensure there are no blind spots to a driver.

**B. Vehicle Function:**

The officer will test all lights, hot both tanks and parking brake; and check fuel gauge. The Officer will also check the oil level and other fluids. If any are found to be low, they are to document their findings and report it to the Field Supervisor.

**C. Vehicle Condition:**

The officer will inspect the vehicle's body for any damage. The unit should have no new dents or scratches. The officer is to check all animal compartment doors and locks to ensure they are functioning properly. The lock at the beginning of tour should be clean and unobstructed, the vehicle body and animal compartments should be clean. If the officer discovers damage to their vehicle or malfunctioning compartment doors, or a dirty or dirty animal compartments, then they are to notify their Field Supervisor immediately.

**D. Inspection Sign:**

Officers are to fill out the inspection sheet and turn it into their Field Supervisor before leaving the center or by placing it in a designated bucket.

**Equipment and Supplies Inspection:**

Officers are required to have all necessary equipment and supplies prior to leaving the Center to begin their tour. The officer must make a daily inspection of the Vehicle Equipment and Supplies sheet to ensure that the vehicle they are assigned to have all Required Forms and Documents necessary to perform their duties, and they are to have their Personal Insured Equipment and Supplies with them as well.

**A. Vehicle Equipment and Supplies:**

Each vehicle should always be stocked with the following equipment:

1. First Aid kit
2. Fire Extinguisher

PIMA ANIMAL CARE CENTER STANDARD OPERATING PROCEDURE ENFORCEMENT SECTION	PROCEDURE: SOP EXXX VEHICLE USE Effective Date: Approved by:
--------------------------------------------------------------------------------	-----------------------------------------------------------------------

3. Insurance Card
4. Receipts
5. Wheel Chock
6. Air Compressor
7. Cat Gate
8. Dog Tray (if available)
9. Spill Kit
10. Plastic Bags
11. Towels
12. Bowls for food and water
13. Food
14. Minimum of one container of water

The Field Supervisor shall be notified of missing equipment or depleted supplies.

5. All paper work shall be stored in the supervisor room should the officer need to replenish their supplies at any time. If an officer is unable to find what they need in the supervisor room they shall check the storage closet in the building room for stored paperwork or the team they need is not in stock, then they are to notify the Field Supervisor or the Enforcement Operations Manager.

**C. Personal Insured Equipment:**

Officers will be issued: two central poles; Cat tower; a dog back; building toys; employee ID card (issued by Pima County); camera and a motorcycle camera. Masks and rubber gloves are optional equipment available at any time to all officers.

**4. Cleaning of Vehicle:**

All trucks shall be cleaned at the end of each shift by the Animal Care Officer who used the truck during their tour of duty. Clean shall be defined as:

- A. No blood, feces, hair, vomit, etc., in the kennel cages.
- B. Officers shall conduct a check of all kennel cages to confirm that no animals are left on the vehicle.
- C. The cab shall be free of any trash such as drink containers, food wrappers, etc.
- D. No material shall be left on top of the dashboard.
- E. Windows and truck bottom will be clean.
- F. Personal gear will not be left in a truck after the end of the tour of duty.

**6. Reducing Unnecessary Manage Costs:**

At the beginning of each shift, unneeded calls shall be prioritized and an itinerary shall be laid out based off of calls pertaining to zip codes within their response area. Officers will focus on zip code response to minimize travel time in their geographical zones.

Additional cost saving measures shall be observed by all Field Officers:



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Everyone. Every where. Every day.**

# Animal on Trucks

- Checks system
  - When an animal is loaded on to a vehicle, the Animal ID is shown to be in the vehicle per the Kennel screen by the officer.
  - Officers update the kennel screen when the animal is unloaded and placed in a kennel or other area within PACC.
    - Or the update is handled by shelter staff
  - Chameleon: **Alert...Alert...Alert...Alert**

Kennel Records indicate that this animal is still on a truck in excess of 6 hours.

This report uses the last time the kennel record was updated or saved.

## Truck Number V644

Impound Number K16-230754      Animal Id A578794

Impound Date 10/19/2016      Impound Time 21:04:00



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# Other Policy Checks

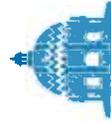
- **General Rules and Regulations**
  - Abuse and/or inhumane treatment of animals in the care of Pima Animal Care Center will not be tolerated for any reason. Any employee found in violation of this policy will be subjected to disciplinary action up to and including termination.
- **General Field**
  - At no time will Field Officers knowingly subject any animal to inhumane treatment. Any Officer found to be in violation of this procedure will be subject to disciplinary action up to and including termination.

# Code of Ethics

- PACC Administration is reviewing and determining a code of ethics for all PACC staff.
- The purpose of the code is to provide members and other interested persons with guidelines for making ethical choices in the conduct of their work.

# Draft Policies

 AJO	7/21/2016 10:24 AM	File folder	
 Chemical Capture	10/18/2016 6:37 AM	File folder	
 after hours releases	9/7/2016 6:50 AM	Microsoft Word 9...	412 KB
 Bite Stick Policy	7/11/2016 8:03 AM	Microsoft Word 9...	41 KB
 Bite Stick_Memo July102016	7/11/2016 8:09 AM	Microsoft Word Doc...	55 KB
 Chemical Capture	9/7/2016 11:27 AM	Microsoft Word 9...	48 KB
 Employee Policy Manual_E002	10/19/2016 6:24 AM	Microsoft Word 9...	40 KB
 EOM Notification	10/19/2016 6:47 AM	Microsoft Word 9...	41 KB
 Field Equipment	9/16/2016 10:35 AM	Microsoft Word 9...	45 KB
 Field Training Program	7/14/2016 11:55 AM	Microsoft Word 9...	45 KB
 Field Training Program_V2	10/18/2016 6:57 AM	Microsoft Word 9...	44 KB
 General Field	10/19/2016 6:19 AM	Microsoft Word 9...	42 KB
 General Information_E001	10/19/2016 6:19 AM	Microsoft Word 9...	45 KB
 General Rules and Regulations_E003	10/19/2016 6:22 AM	Microsoft Word 9...	45 KB
 Leave Requests	10/25/2016 12:02 ...	Microsoft Word 9...	42 KB
 Lightning Policy	6/17/2016 11:56 AM	Microsoft Word 9...	41 KB
 Notification of Sick/Injured Animals	8/26/2016 12:20 PM	Microsoft Word 9...	34 KB
 Officer Involved Crash	9/16/2016 10:53 AM	Microsoft Word 9...	40 KB
 Photography Equipment	9/16/2016 10:52 AM	Microsoft Word 9...	40 KB
 Police Assistance Response	8/16/2016 10:30 AM	Microsoft Word 9...	43 KB
 Promotional Procedure	10/18/2016 6:50 AM	Microsoft Word 9...	46 KB
 Responding to Calls	9/16/2016 11:13 AM	Microsoft Word 9...	55 KB
 Roll Call	10/18/2016 6:51 AM	Microsoft Word 9...	41 KB
 Special Events	10/18/2016 6:51 AM	Microsoft Word 9...	41 KB
 Time Cards_E005	10/18/2016 6:45 AM	Microsoft Word 9...	42 KB
 Traps	8/16/2016 10:53 AM	Microsoft Word 9...	43 KB
 Uniform and Identification_E004	10/18/2016 6:40 AM	Microsoft Word 9...	42 KB
 Vehicle Inspections	10/18/2016 6:52 AM	Microsoft Word 9...	47 KB
 Vehicle Operation	8/16/2016 10:27 AM	Microsoft Word 9...	58 KB
 Vehicle Use	10/19/2016 7:23 AM	Microsoft Word 9...	42 KB

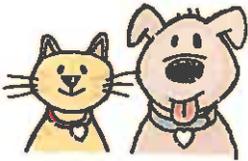


**PIMA COUNTY**  
HEALTH DEPARTMENT

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Every one. Every where. Every day.





# PACC Data Summary

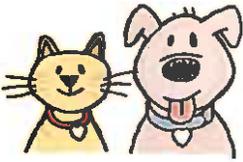


12/01/2016 to 12/31/2016

12/01/2015 to 12/31/2015

Shelter	Dog	Cat	Total <small>**Includes all animals brought PACC</small>	Dog	Cat	Total <small>**Includes all animals brought PACC</small>
Total Pets at Shelter at the Beginning of Month	306	158	464	295	143	438
Total Pets at Shelter at the End of the Month	254	117	371	286	124	410
Strays	494	123	617	488	153	643
Owner Surrender	124	217	341	272	223	495
Confiscate	65	15	80	100	37	138
Animals Returned	49	8	57	33	17	50
Animals Returned from Foster	19	37	51	35	70	104
Owner Requested Euthanasia	59	14	73	111	23	135
Quarantine	36	3	41	31	11	43
Transfer	4	6	10	0	5	5
Wildlife			5			9
Non-Live Intakes	105	56	163	107	52	179
Total Intakes	955	475	1,439	955	590	1,801
Total Live Intakes <small>** (Dogs &amp; Cats)</small>	827	385	1,212	1,033	468	1,501
<b>Outcomes</b>						
Adoptions at PACC	489	195	684	523	273	797
Adoption Offsite	18	86	111	19	97	113
Adoption to Rescue	46	53	99	99	16	115
Transfers to Other Agency	3	10	13	50	55	106
RTO	222	11	235	168	16	185
Euthanasia	140	33	175	223	47	272
Non-Live Outcome	9	8	17	15	29	44
Save Rate	88.62%	93.32%	89.97%	85.49%	90.13%	86.90%

**\*\*save rate: Live Intakes - Non Live Outcome / Live Intakes - Owner Requested Euthanasia**



# PACC Data Summary



12/01/2016 to 12/31/2016

12/01/2015 to 12/31/2015

<b>Enforcement</b>	<b>Dog</b>	<b>Cat</b>	<b>Total</b>	<b>Dog</b>	<b>Cat</b>	<b>Total</b>
Number of Calls Taken	1,570	130	1,777	1,627	115	1,804
Number of Responses	1,314	142	1,517	1,667	146	1,878
Law Enforcement Responses	128	6	137	148	8	161
Cruelty/Neglect Calls	107	3	112	8	115	123
Bites	94	3	98	110	8	120
Strays	602	24	628	639	19	660
Calls Cancelled	313	7	324	348	7	358
<b>Licensing</b>						
New Licenses			682			2,267
Renewals			3,681			4,657
<b>Development</b> *Not Including Friends of PACC						
Total Donations						
Licensing Add-ons			\$65,244.97			\$77,616.33
Grants/Contracts			\$18,085.50			\$16,198.34
<b>Clinic</b>						
S/N Procedure Performed	388	196	585	480	264	744
Special Procedures Performed	112	33	145	0	0	0
Total Number of Treatments	5,424	2,005	7,431	6,592	2,884	9,476
Medication Administered	10,991	2,850	13,842	9,660	4,286	13,947
<b>Volunteering Program</b>						
Active Volunteers			301			326
Total Hours of Service			4266			4424
<b>Community Cat</b>						
S/n Via PACC						
S/n Public						

## TABLE OF CONTENTS

### **100 – ADMIN AND GENERAL PROCEDURES** #

- 100.001 - ORGANIZATION CHART
- 100.002 - INJURY REPORTING POLICY
- 100.003 - RADIO PROCEDURE & ETIQUETTE
- 100.004 - AREA FAMILIARITY
- 100.005 - INMATE PROGRAM
- 100.006 - PHYSICAL SECURITY
- 100.007 - EMPLOYEE PERFORMANCE & CONDUCT
- 100.008 - PAY AND TIME OFF
- 100.009 - COMPUTER & NETWORK OPERATIONS #
- 100.010 - SHARPS POLICY
- 100.011 - DRUG LOGS AND CONTROLLED INVENTORY
- 100.012 - NEW EMPLOYEE CHECK IN
- 100.013 - CHAMELEON POLICY AND USER GUIDE
- 100.014 - PROCUREMENT AND ORDERING PROCEDURES
- 100.015 - DEVELOPMENT PROGRAM
- 100.016 - EMPLOYEE RIGHTS
- 100.017 - PACC SAFETY PROGRAM
- 100.018 - ANIMAL BITE POLICY

### **110 – RABIES CONTROL**

- 110.001 - RABIES VACCINATIONS FOR STAFF
- 110.002 - QUARANTINE PROCEDURES
- 111.003 - FRA TESTING PROCEDURES

### **200 – SHELTER OPERATIONS** #

- 200.001 - DAILY ROUTINE
- 200.002 - EUTHANASIA PROCEDURES
- 200.003 - SCANNING ANIMALS
- 200.004 - TENT OPERATIONS AND PROCEDURES
- 200.005 - TREATMENT, TESTING & VACCINATIONS
- 200.006 - SALLY PORT OPERATIONS
- 200.007 - KENNEL ASSIGNMENT
- 200.008 - KENNEL INVENTORY
- 200.009 - FEEDING POLICY AND PROCEDURES
- 200.010 - ADMISSION TRIAGE

### **210 – CLEANING AND BIOSECURITY**

- 210.001 - LEVELS OF PERSONAL PROTECTION
- 210.002 - CLEANING PROCEDURES

### **300 – MEDICAL OPERATIONS** #

300.001 - DAILY ROUTINE

**400 – FIELD SERVICES**

---

#

400.001 - DAILY ROUTINE  
400.002 - GENERAL INFORMATION  
400.003 - EMPLOYEE POLICY MANUAL  
400.004 - GENERAL RULES AND REGULATIONS  
400.005 - UNIFORM AND IDENTIFICATION  
400.006 - VEHICLE OPERATION  
400.007 - VEHICLE USE  
400.008 - TIME CARDS  
400.009 - SCHEDULING  
400.010 - LEAVE REQUESTS  
400.011 - EOM NOTIFICATION  
400.012 - SPECIAL EVENTS  
400.013 - OFFICER INVOLVED CRASH  
400.014 - ROLL CALL  
400.015 - GENERAL FIELD  
400.016 - POLICE ASSISTANCE REQUESTS  
400.017 - RADIO USAGE  
400.018 - RESPONDING TO CALLS  
400.019 - NOTIFICATION OF SICK/INJURED ANIMALS  
400.020 - FIELD EQUIPMENT  
400.021 - PHOTOGRAPHY EQUIPMENT  
400.022 - TRAPS  
400.023 - APPEARANCE

**500 – LICENSING OPERATIONS**

---

#

500.001 - DAILY ROUTINE  
500.002 - COLLECTION OF CASH RECEIPTS  
500.003 - ADOPTION OF ANIMALS  
500.004 - BAD CHECK POLICY  
500.005 - CHECKS TAKEN OVER THE COUNTER  
500.006 - FOUND MICROCHIPS  
500.007 - INTERESTED PARTY  
500.008 - FRONT WINDOW CASH DRAWER FUND  
500.009 - CHANGE FUND  
500.010 - INVENTORY OF LICENSE TAGS  
500.011 - OPENING MAIL  
500.012 - PROCESSING MAIL  
500.013 - RECONCILIATION OF WEB PAYMENTS  
500.014 - FIRST TIME IMPOUNDMENT WAIVED  
500.015 - REFUND POLICY

**600 – VACANT**

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#

**700 – PUBLIC EDUCATION & OUTREACH** #

---

**800 – ANIMAL RECEIVING AND OUTCOME PROCEDURES** #

---

**810 – ANIMAL RECEIVING**

- 810.001 - ADMISSION OPERATIONS
- 810.002 - STRAY DOG
- 810.003 - STRAY CAT
- 810.004 - OWNER SURRENDER
- 810.005 - EUTHANASIA REQUEST
- 810.006 - RECEIVING FOR QUARANTINE
- 810.007 - DISPOSAL REQUEST
- 810.008 - CONFISCATE
- 810.009 - TRANSFER IN
- 810.010 - RECEIVING FROM OTHER GOVERNMENT AGENCY
- 810.011 - RECEIVING FROM FOSTER
- 810.012 - DIVERSION
- 810.013 - LOST REPORT
- 810.014 - RECEIVING NON-DOMESTIC ANIMALS
- 810.015 - RECEIVING PETS OTHER THAN DOGS AND CATS

**820 – ANIMAL OUTCOME**

- 820.001 - DIED IN SHELTER
- 820.002 - EUTHANIZED

**830 – LIVE RELEASE**

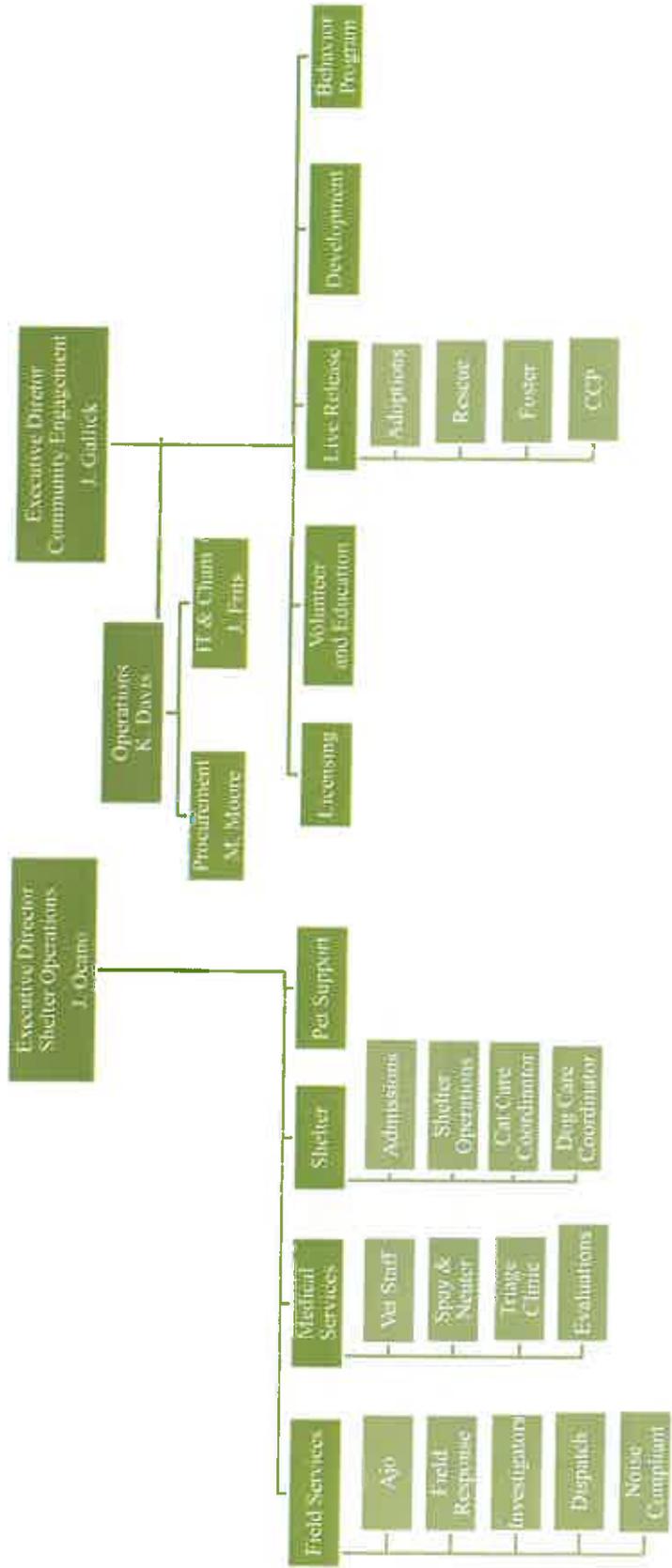
- 830.001 - ADOPTION
- 830.002 - FOSTER
- 830.003 - RESCUE
- 830.004 - RESERVATIONS
- 830.005 - RETURN TO OWNER
- 830.006 - SPECIAL NEEDS ADOPTION
- 830.007 - TRANSFER

**900 – EMERGENCY PROCEDURES** #

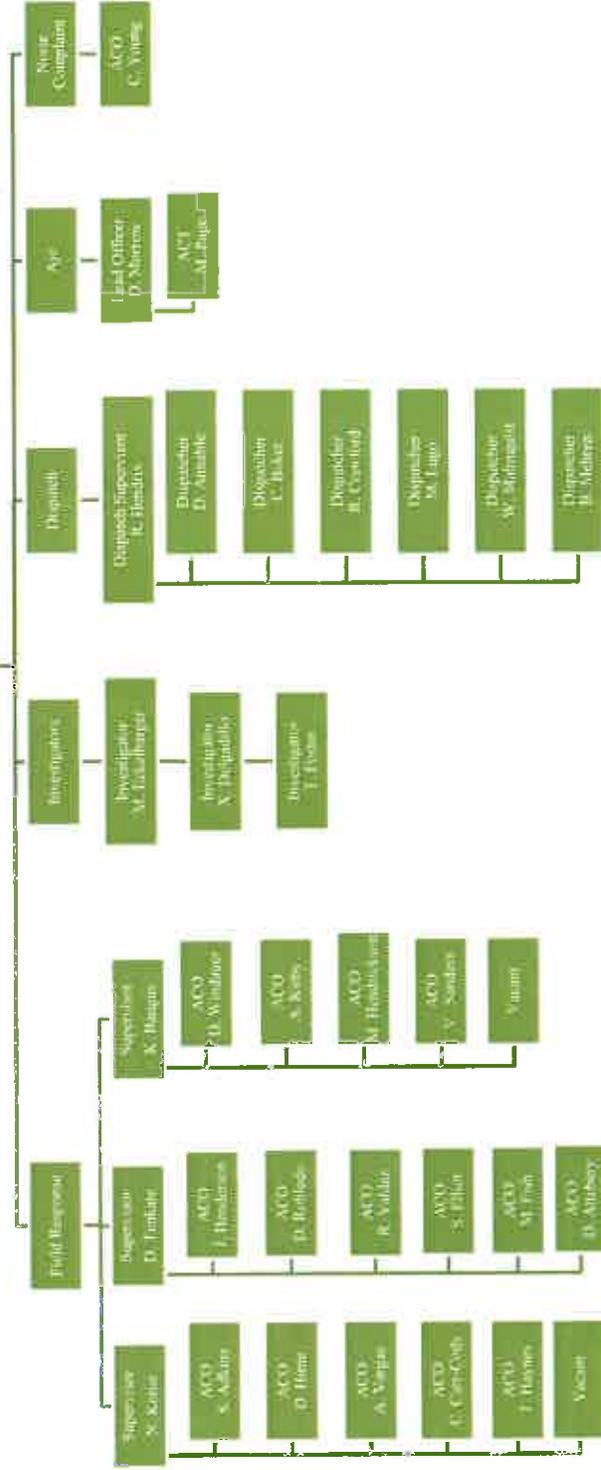
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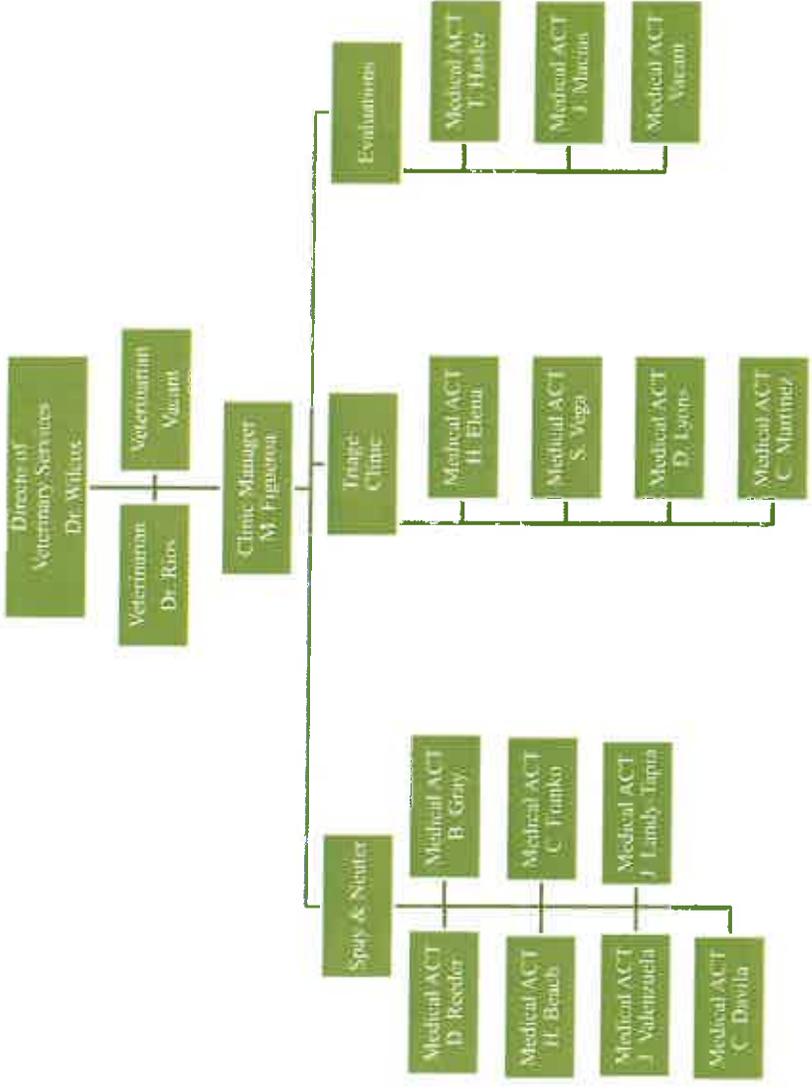
- 900.001 - FIRE
- 900.002 - LOSS OF CONTROLLED SUBSTANCE
- 900.003 - LOSS OF POWER
- 900.004 - LOSS OF TEMPERATURE CONTROL
- 900.005 - THEFT OF PROPERTY (INCLUDING ANIMALS)
- 900.006 - VIOLENT PERSON
- 900.007 - LOSS OF COMMUNICATIONS OR COMPUTERS
- 900.008 - WALK IN COOLER
- 900.009 - INMATE MISSING OR ESCAPED
- 900.009 - LOSS OF WATER
- 900.010 - LOSS OF NATURAL GAS
- 900.011 - FLOODING
- 900.012 - SHELTER IN PLACE PROCEDURES

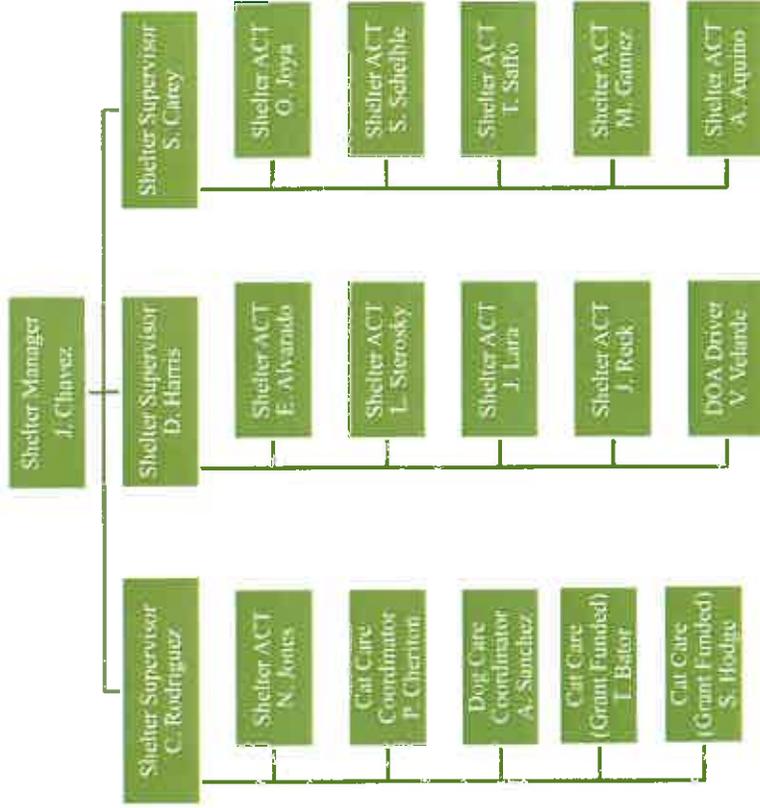




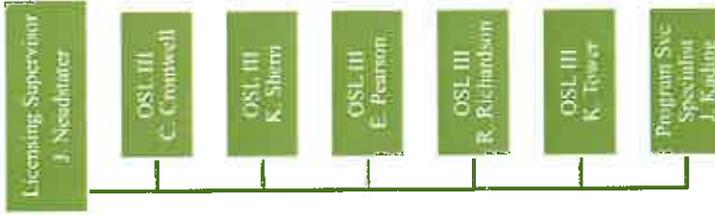
**Field Services  
Manager  
A. Rieci**





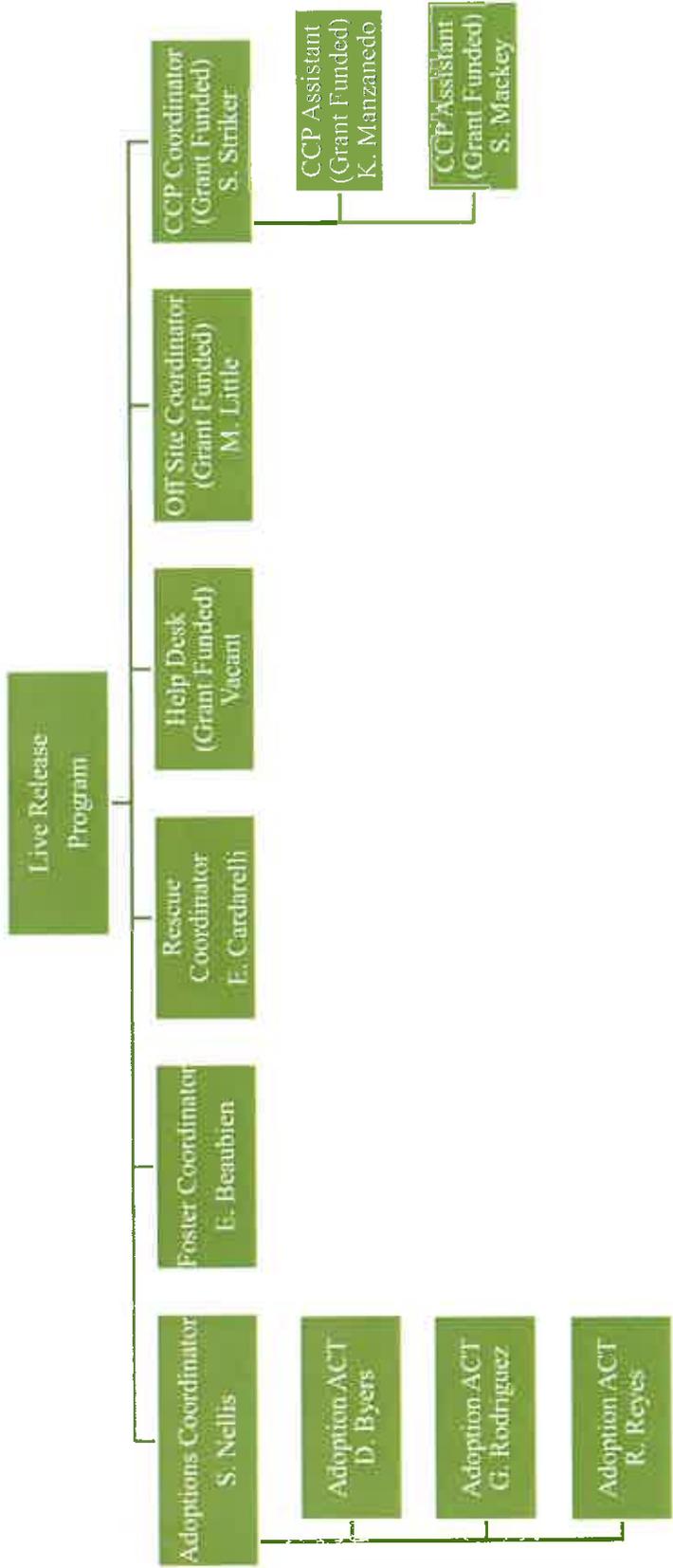


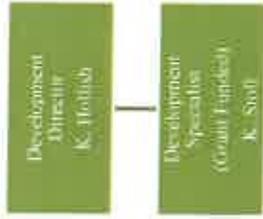




Volunteer and  
Education

Volunteer  
Coordinator  
G. Hansen







## **Listing of Job Descriptions at Pima Animal Care Center**

**0030 – Office Support Level III**

**1168 – Administrative Support Specialist – Senior**

**1812 – Administrative Specialist**

**1841 – Program Services Specialist**

**3411 – Animal Care Technician**

**3414 – Animal Care Shelter Supervisor**

**3415 – Animal Care Field Officer**

**3416 – Animal Care Field Investigation Officer**

**3417 – Animal Care Field Supervisor**

**3522 – Animal Care Dispatcher**

**3523 – Animal Care Dispatch Supervisor**

**4595 – Animal Care Manager**

**7120 – Program Coordinator – Unclassified**

**7150 – Program Manager – Unclassified**

**7203 – Veterinarian – Unclassified**

**7205 – Chief of Veterinary Services – Unclassified**

**7485 – Administrative Support Services Manager – Unclassified**

Code: 0030

Title: OFFICE SUPPORT LEVEL III

SUMMARY: Processes documents of a specialized nature with some instruction with respect to details of the assignment and performs other clerical support tasks as required.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Typical office support duties of all specializations may include:

Interaction with the public:

Answers general procedural questions from the public concerning specialized documents;  
Provides detailed information in response to queries concerning unit operations;

Keyboarding:

Compiles information and prepares and types a variety of documents such as correspondence, reports and specialized file data;  
Reviews and sorts documents, creates new records and inputs and retrieves information using automated systems;

Filing:

Prepares, and updates file folders, logs, status records, and other documentation to reflect the current status of a process and performs required purges;  
Researches manual and automated systems to gather or verify data needed for processing activities;

Other clerical:

Creates and maintains spreadsheets and databases using packaged software;  
Assigns and reviews the work of staff performing typing, filing and other routine clerical activities;  
Operates various office equipment such as typewriters, computer terminals and personal computers, facsimile machines, photocopiers and calculators.

All positions specialize in one of the following areas:

Legal/Law Enforcement Processing:

Gathers information and prepares and processes routine legal documents such as opinions, complaints, warrants, depositions, and interviews;  
Receives and processes subpoenas by researching and gathering requested information;  
Reviews case files/reports to insure completeness of records and contacts appropriate parties to obtain missing documents;  
Performs redacting of specialized documents prior to their release;  
Assembles the daily court calendar, determines what trials or hearings take priority, and relays information to judges and other concerned parties.

Accounting Processing:

Processes claims, purchase orders and contracts for payment to vendors and contractors, and verifies accuracy of billing charges against ledgers, invoices and contracts;  
Establishes, posts, and maintains manual and automated bookkeeping systems;

Verifies fees for permits of services, receives payments, and issues receipts;

Establishes files for audit trail purposes, to include identifying, locating, and filing audit documentation.

Collections Processing:

Contacts debtors to collect accounts receivable and monitors payment arrangements.

Medical Processing:

Coordinating paperwork for the referral, admission, transfer or discharge of patients from a hospital unit or clinic.

Program Specific Processing:

Identifies actions required to provide services to individual clients, applicants, or the general public and assists people in completing the service process;

Coordinates and/or initiates processing action with other units, departments, or outside agencies as needed to provide services.

KNOWLEDGE & SKILLS:

Knowledge of:

- medical, legal, accounting, collections or program related terminology and office practices and procedures;
- specialized program procedures and services;
- business English, punctuation, grammar and spelling;
- manual and automated records management practices;
- office practices and procedures.

Skill in:

- operating a variety of office equipment, including typewriters, computer terminals and personal computers, facsimile machines, photocopiers and calculators;
- communicating effectively;
- interacting with the public and providing customer service;
- maintaining specialized files and other documentation in manual and automated systems;
- identifying and completing specific actions required to provide service.

Some positions in this classification may also require:

Knowledge of:

- computer software including spreadsheets, word processing programs, and data bases;
- bookkeeping principles and practices.

Skill in:

- posting and maintaining manual or automated ledgers;
- performing arithmetic calculations;
- coding, classifying and entering data into computers and verifying key entries;
- training, assigning work to and reviewing the work of clerical support staff.

MINIMUM QUALIFICATIONS:

THIS IS A TESTED CLASSIFICATION. To be considered for this classification, all applicants must pass appropriate Pima County written/performance tests.

NOTE: Testing may be waived for special circumstances deemed appropriate by the Human Resources Department and approved by the County Administrator. Applicants will be evaluated on experience, education, and/or training. Typical training and experience would include at least four years of experience performing clerical activities for an office or an equivalent combination of training and experience.

OTHER REQUIREMENTS:

Special Notice Items: Some positions may require satisfactory completion of a background investigation by law enforcement agencies, due to need for access to courts, law enforcement and corrections facilities, personnel and related documents, files, databases and sensitive/confidential materials.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

10/2/94  
Updated 07/17/06(lg)

*Code: 1168*

*Title: ADMINISTRATIVE SUPPORT SPECIALIST - SENIOR*

**SUMMARY:** Provides complex paraprofessional administrative support to a department or specialized program and is distinguished from Administrative Support Specialist by performing more complex work with a greater degree of autonomy and, depending upon area of assignment, exercising supervision of staff. This is also distinguished from Administrative Specialist which performs professional-level administrative services, requiring the application of theoretical knowledge and expertise to specialized areas of assignment.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor)

Coordinates unit activity with other departmental sections or divisions and other County departments or outside agencies directly or through assigned staff, and acts as an internal departmental coordinator for support activities such as personnel, purchasing, payroll, or program specific functions;

Reviews and verifies specialized documentation and initiates action;

Responds to public and staff inquiries and provides information or resolves problems which require explanation or application of departmental or program rules and policies, or refers questions to appropriate staff;

Represents unit/department on various committees and working groups and may be granted authority to commit unit/department support to issues;

Coordinates, schedules and organizes unit, program, or departmental calendars and meetings;

Leads and participates in the preparation and processing of accounting documentation such as requisitions, purchase orders, claims and fund transfers;

Creates and maintains, or directs the maintenance of, specialized databases including inputting and retrieving data and producing complex computer-based reports;

Coordinates and monitors standard departmental Intergovernmental Agreements (IGA), contracts, and other obligatory agreements with affected agencies, contractors and service providers;

Researches, compiles and performs minor, initial analysis of information, and prepares routine, recurring and special reports, correspondence, memoranda, personnel forms, operations manuals and other documents for supervisory review and approval;

Compiles and summarizes statistical and operational data, and prepares periodic and special reports;

Compiles information utilized in unit budget preparation, monitors miscellaneous expenditures, and reports to supervisor on program budget activities;

Conducts and documents confidential or sensitive inquiries for management and maintains appropriate security and confidentiality of information encountered or created;

Establishes and maintains specialized reference files and reference materials;

May supervise, train and evaluate staff, and make effective recommendations on hiring, termination and related personnel activities;

May issue licenses, permits and/or bonds, receive money, review and verify cash drawers and prepare cash deposits;

May make travel arrangements for unit personnel and prepare related travel documentation for approval and processing.

**KNOWLEDGE & SKILLS:**

Knowledge of:

- applications of automated information systems;

- business English, spelling, grammar, punctuation and composition;
- rules, regulations, policies and procedures applicable within work unit;
- County policies and procedures for administration of contracts, IGA and related activities;
- research and analysis techniques and report writing;
- principles and practices of employee supervision, training and evaluation and County personnel policies/procedures;
- office practices, procedures and equipment.

Skill in:

- use of automated information systems to maintain data and produce documents;
- coordinating and prioritizing multiple tasks and activities of assigned unit;
- researching, compiling and analyzing information, and writing complex reports;
- communicating effectively;
- maintaining appropriate security and confidentiality of sensitive information;
- planning, assigning, reviewing and evaluating the work of staff;
- organizing and coordinating meetings;
- performing mathematical calculations at an appropriate level for assigned duties.

MINIMUM QUALIFICATIONS:

EITHER:

(1) Five years of experience performing secretarial or administrative tasks providing administrative support and coordination for a department, specialized program or small business. [An Associate's degree from an accredited college or university with a major in business or public administration may substitute for two years of the required experience][A Bachelor's degree from an accredited college or university in one of the cited disciplines may be substituted for four years of required experience]

OR:

(2) Three years of experience with Pima County as an Executive Administrative Assistant, Administrative Support Specialist, Personnel Assistant-Sheriff's Department, Human Resources Support Specialist or similar administrative paraprofessional classification within Pima County.

OR:

(3) Four years of experience with Pima County as an Office Support Level III, Office Support Level IV or similar clerical classification within Pima County, which included lead responsibilities.

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions may require certification as a Notary Public by the State of Arizona at the time of appointment or prior to completion of initial/promotional probation. Some positions require a valid Arizona Class D driver license at the time of application or prior to completion of initial/promotional probation.. Failure to maintain the required licensure shall be grounds for termination.

Special Notice Items: Some positions may require satisfactory completion of a personal background investigation by law enforcement agencies, and/or pre-/post-appointment polygraph tests and drug-screening, due to need for access to law enforcement, courts or corrections facilities, records, information or communications systems.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

4/8/03(fn)  
Updated 1/31/14(tb)

*Code: 1812*

*Title: ADMINISTRATIVE SPECIALIST*

**SUMMARY:** Provides general professional administrative services for a department, division, or program within Pima County.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Provides general professional administrative services for a department, division, or program (work unit) within Pima County;

Works with county personnel and/or outside agencies to coordinate programs and projects and monitors activities;

Coordinates and participates in the provision of internal services such as accounting, payroll, personnel, management information services and/or purchasing;

Evaluates work unit requirements and recommends new or revised administrative policies and procedures;

Ensures work unit policies, procedures and activities comply with applicable federal/state statutes and regulations and county policy;

Creates and maintains databases using automated information systems to monitor and track information and compiles, edits and summarizes data to produce routine, periodic and special reports;

Prepares standard work unit intergovernmental agreements (IGA), contracts and other obligatory agreements;

Participates in preparing work unit budgets and monitors expenditures;

Researches and analyzes data and prepares reports, recommendations, memoranda, letters and various documents;

May supervise, train and evaluate staff and conduct employee orientation meetings;

May act as a representative of the work unit in meetings with county personnel and/or outside agencies.

#### **KNOWLEDGE & SKILLS:**

Knowledge of:

- principles and practices of public administration;
- project/program coordination and implementation;
- applications of automated information systems;
- research/analysis methods and report writing;
- laws, regulations, statutes, policies, and procedures (county/state/federal) applicable to work unit;
- principles and practices of contractual agreements and administration;
- basic accounting, purchasing and financial record keeping principles and practices;
- public relations/public speaking/meeting facilitation.

Some positions require knowledge of employee supervision, training and evaluation.

Some positions require knowledge of terminology and principles, practices and procedures specific to the area of assignment.

Skill in:

- coordinating and prioritizing multiple tasks, projects and program activities;
- use of automated information systems to develop and maintain data bases, spreadsheets and word processing programs;
- analyzing and evaluating information and processes and making recommendations;
- researching and compiling information and writing reports;
- interpreting and applying statutes, regulations, policies and procedures;
- communicating effectively;
- organizing, coordinating, and facilitating meetings and events.

Some positions require skill in supervising, training and evaluating staff.

MINIMUM QUALIFICATIONS:

EITHER

(1) A Bachelor's Degree from an accredited college or university with a major in public administration, business administration, management or a closely related field and one year of professional experience in public or business administration.

(Relevant professional level experience may substitute for the aforementioned education.)

OR

(2) Three years of experience within Pima County as an Administrative Support Specialist or closely related paraprofessional administrative classification.

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions within this classification may require specialized certification relative to assignment at the time of appointment or prior to completion of an initial or promotional probation period. Some positions require a valid Arizona Class D driver license at the time of application or prior to completion of an initial or promotional probation period. Failure to obtain/maintain the required certification/licensures shall be grounds for termination.

Special Notice Items: Some positions within this classification may require satisfactory completion of a personal background investigation, polygraph test and/or drug screening at the time of appointment.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

Revised 08/31/97(wo)

Updated 12/23/13(tb)

*Code: 1841*

*Title: PROGRAM SERVICES SPECIALIST*

**SUMMARY:** Provides professional public affairs and outreach services to promote, market and increase public awareness in grant-funded, state or federal regulated programs, services and contracts and their applicable guidelines, to include volunteer participation.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Develops, implements and monitors promotional activities related to the advertisement and/or marketing of grant funded programs or services;  
Conducts program specific surveys and collects demographic data for analysis;  
Develops feasibility studies and establishes reporting strategies to determine the environmental impact of a program, service or project;  
Conducts public presentations to publicize program initiatives, solicit volunteers and responds to inquiries regarding program eligibility guidelines and requirements;  
Composes written material such as educational brochures, reference handbooks and departmental or program newsletters;  
Monitors subcontracting agency operations for contract and grant compliance obligations according to State and Federal guidelines and regulations;  
Provides technical assistance to subcontracting agencies by interpreting and explaining contract obligations and applicable federal, state and county regulations;  
Conducts process improvement analyses and makes recommendations to division management;  
Conducts on-site visits to monitor work operations, work safety and contract labor practices;  
Documents and informs management of complaints or contractual non-compliance issues;  
Facilitates use of volunteers in program activities, to include outreach, recruitment, training, monitoring and activity reporting;  
Establishes and maintains automated database used for statistical reporting and tracking information to generate reports;  
Monitors and tracks expenditures incurred as a result of providing services or initiatives to compile data and reports;  
Participates in the preparation of the divisional or departmental budget by providing data on expenditures incurred related to projects;  
May act as custodian of program related audio-visual materials;  
May coordinate activities with other County departments or subcontracting agencies to provide program services.

**KNOWLEDGE & SKILLS:**

Knowledge of:

- applicable federal, state and local laws, rules and regulations;
- community resources and social service agencies;
- collection and analysis of program survey and demographic data;
- principles and practices of effective written and verbal communications, particularly for public speaking;
- contract compliance and monitoring techniques;
- applications of automated information systems.

Skill in:

- encouraging awareness and motivating others in support of departmental programs through writing and oral presentations;
- organizing, coordinating, and implementing program services or activities;
- developing training materials and conducting presentations;
- use of automated information systems to track and produce data;
- interpreting and applying contract/grant rules, regulations and requirements.

MINIMUM QUALIFICATIONS:

A Bachelor's degree from an accredited college or university with a major in an area defined by the Appointing Authority at the time of recruitment.

(Relevant professional/paraprofessional experience as defined by the Appointing Authority at the time of recruitment in the specialty area may be substituted for the educational requirement.)

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions require a valid Arizona Class D driver license at the time of application or prior to completion of initial or promotional probation. Failure to obtain/maintain the required licensure shall be grounds for termination.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

03/05/95  
Updated 2/7/14(tb)

*Code: 3411*

*Title: ANIMAL CARE TECHNICIAN*

**SUMMARY:** Performs humane care and treatment of the animals maintained in the Pima Animal Care Center (PACC), provides adoption assistance to the public, and maintains the sanitary condition of the PACC.

**DUTIES/RESPONSIBILITIES:** (Work assignments vary and will be communicated to the applicant or incumbent by the supervisor.)

**LEVEL I:** (Typical work functions expected of Animal Care Technician designated as Level I)

Checks incoming animals for obvious health problems and injuries;  
Ensures the humane treatment of all animals in the PACC;  
Ensures the accuracy and completeness of documentation concerning incoming animals;  
Identifies types of breeds and conditions upon receipt to the PACC;  
Vaccinates healthy animals and assists in administering medication to sick animals as prescribed and directed by a veterinarian;  
Monitors animal behavior and eating patterns;  
Cleans and sanitizes cages, kennels, floors, walls, windows, equipment, and treatment areas to maintain the sanitary conditions of the PACC;  
Assists the public with booking-in, redemption, and selecting suitable animals for adoption;  
Answers questions and provides information to the public on PACC policies, procedures, and relevant laws and ordinances;  
Assists in performing euthanasia of animals, including following safety protocols for use and maintenance of DEA Schedule II drugs;  
Reviews and sorts documents, creates new records and inputs and retrieves information using automated systems;  
Prepares and updates files, logs, status records, and other documentation to reflect the current status of a process and performs required purges;  
Documents information regarding potential or identified owners, interested parties, rescue arrangements and other information on kennel cards and established detailed records of euthanasia and dead-on-arrival cases;  
Assists in maintaining accountability of scheduled drugs;  
Receives and safeguards funds for PACC services.

**LEVEL II:** (Typical work functions expected of Animal Care Technician designated as Level II)

All duties and responsibilities identified in Level I;  
Assesses newly acquired animals for suitability for adoption;  
Administers necessary treatment in accordance with directions received from veterinarian;  
Administers medications to sick animals as prescribed and directed by a veterinarian;  
Performs animal triage and treatment;  
Performs daily health checks on impounded animals;  
Performs euthanasia of animals;  
Documents pertinent animal health data;  
Prepares and processes euthanized, potentially rabid animals for laboratory analysis;  
Collects and disposes of dead animals according to shelter procedure and health codes;  
Releases designated rescue or special needs animals to appropriate rescue groups or private individuals and records transfer of animals into databases and completes documentation;  
Prepares and disseminates animal availability information to interested agencies and individuals;  
Maintains and documents communications with rescue entities, other agencies and individuals regarding availability of animals;  
Trains Level I employees on Level I tasks;  
May serve as Lead Animal Care Technician in the absence of a supervisor.

Level III: (Typical work functions expected of Animal Care Technician designated as Level III)

All duties and responsibilities identified in Level I and II;

Assists the veterinarian in clinical medical procedures such as surgical assistant, surgical anesthesiologist, surgical preparation of patients/animals and equipment, pre and post operation patient/animal care;

Operates anesthesia equipment and performs anesthesia on various species and breeds of animals;

Maintains accountability of DEA controlled pharmaceuticals;

Applies bandages and/or places splints on injured animals;

Receives and safeguards funds for medical procedures;

Trains Level I and II employees on Level I and II tasks.

### KNOWLEDGE & SKILLS:

Knowledge of:

- animal breeds, temperaments, and common health problems;
- animal care procedures for assessing and treating sick or injured animals;
- animal shelter/kennel cleaning and maintenance practices and procedures;
- automated record keeping and report preparation;
- animal shelter procedure and practices;
- veterinarian technician animal handling and medical procedures and practices;
- medical testing techniques and use of radiographic equipment;
- techniques of customer service involving stressful situations.

Skills:

- identifying and treating common animal illnesses and injuries;
- following established procedures and documenting work activity;
- performing routine facility and equipment cleaning and maintenance work;
- humane handling and caring for live animals;
- communicating effectively with the public;
- use of automated information system for tracking data and report generation;
- performing euthanasia procedure according to shelter policy and relevant codes;
- safely handling and disposing of dead animals.

### MINIMUM QUALIFICATIONS:

A high school diploma or General Education Development (G.E.D.) certificate.

### OTHER REQUIREMENTS:

Licenses and Certificates: All positions require a valid Arizona Class D driver license at the time of application. Failure to maintain the required licensure shall be grounds for termination.

Special Notice Items: Within nine months of appointment, employees must receive the full series of pre-exposure rabies immunizations. Medical inability to be immunized or previous immunization must be verified by the County Physician prior to employment. Recommended boosters are required for the duration of employment, unless medically excused or physiologically unable to develop immunity.

All employees selected for this classification will be initially hired and classified as Level I with progression to Level II and Level III upon satisfactory completion of appropriate training and designation by the appointing authority.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

Revised 02/28/07(cs)  
Updated 1/31/14(lsg)

*Code: 3414*

*Title: ANIMAL CARE SHELTER SUPERVISOR*

**SUMMARY:** Supervises kennel/clinic staff, coordinates activities and participates in animal care, treatment, and disposition activities for the Pima Animal Care Center (PACC).

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Supervises, coordinates activities and monitors all procedures involved within the area of assignment which may include the receiving, maintenance, treatment, adoption, quarantine, redemption, fostering or euthanasia of impounded animals, including all husbandry procedures to ensure humane and safe handling of all animals;

Ensures the humane treatment of animals maintained at the shelter's kennel/clinic;

Trains and monitors Animal Care Technicians in the fundamentals of humane animal care and treatment, adoption and euthanasia procedures and proper cleaning of the kennel/clinic area;

Schedules staff and makes work assignments;

Supervises and participates in the requisition, procurement, inventory, employment and/or use, maintenance and operator-training for vehicle, materials, tools and equipment necessary for PACC operations;

Prepares work unit budget, oversees expenditures, performs cost and statistical analyses and prepares reports and recommendations;

Recommends and monitors outside contractors providing goods and services related to animal treatment, emergency care, animal rescue, pre-release spaying/neutering of adopted animals and facility maintenance;

Evaluates employee performance, makes recommendations to management on hiring, termination, and related personnel actions and initiates progressive discipline process as necessary;

Bandages and/or places splints on injured animals, vaccinates healthy animals and administers medication to sick animals as prescribed and directed by a veterinarian;

Performs daily health checks on impounded animals and monitors animal behavior and eating patterns;

Consults with a veterinarian on difficult animal health problems and performs treatment procedures under direction;

Plans, organizes and implements initial and recurring training for kennel/clinic staff and volunteers;

Establishes, revises and implements work unit procedures and develops recommendations for policy changes for consideration by senior management;

Maintains manual and computer-based records and databases on PACC operations, compiles and submits routine, recurring and special reports;

Receives and monitors the procurement, storage, security, use and disposal of chemicals and pharmaceuticals for PACC operations and assures compliance with applicable Federal, State and local laws, rules, regulations, and standards;

Assists in determining which animals are to be made available for adoption or held for other disposition, insures the proper transfer of these animals and completes necessary documentation;

Assists the public with booking-in, redemption and selecting suitable animals for adoption;

Provides information to the public concerning animal control policies, procedures, appropriate laws and ordinances;

Researches and resolves problems and complaints received from the public;

Performs euthanasia of designated animals;

Ensures proper documentation regarding potential or identified owners, animals on hold, and all other pertinent information in automated systems, cage cards and other clinic/shelter forms as appropriate;

Maintains effective and productive working relations with volunteers, animal rescue/welfare groups, other departments and agencies to promote and increase animal adoptions;

Ensures the safety of other PACC staff, reports accidents to the shelter manager and prepares written accident/incident reports;

Documents dead-on-arrival cases and coordinates the collection and disposal of dead animals;

Decapitates euthanized potentially rabid animals and sends heads to the laboratory for analysis;

Monitors stock levels and orders cleaning, office, and routine food and medical supplies for animals;  
May assist in the preparation, monitoring and management of the PACC budget;  
May act as unit or departmental representative to various committees and working groups;  
May release designated rescue or special need animals to appropriate rescue groups or private individuals and records transfer of animals into databases and completes other, appropriate documentation.

**KNOWLEDGE & SKILLS:**

Knowledge of:

- principles, practices and techniques of animal control and care, including procedures for rabies control, animal adoption and euthanasia;
- dog and cat breeds, temperaments and their common health problems
- effect of animals in public health, including zoonosis and injuries caused by animals;
- applicable city, County, state and federal laws and statutes pertaining to animal control;
- procedures for animal care and treatment of sick or injured animals;
- animal shelter/kennel cleaning and maintenance practices and procedures;
- procedures for animal adoption and euthanasia;
- principles and practices of supervision, training, evaluation of employees;
- automated record keeping and report preparation.

Skill in:

- identifying and treating animal illness and injuries;
- supervising, evaluating, training and assigning work to assigned staff;
- establishing and implementing training programs;
- administering medications to animals under the direction of a veterinarian;
- humane handling and caring for animals;
- identifying and correcting safety hazards;
- communicating effectively, both orally and in writing;
- matching adoptable animals to potential owners and educating them on pertinent issues;
- use of automated information systems for tracking data and report generation;
- providing customer service under stressful situations;
- monitoring, inventorying, ordering, and issuing shelter supplies.

**MINIMUM QUALIFICATIONS:**

**EITHER:**

(1) Four years of experience caring for and treating animals, or enforcing animal control laws, regulations and ordinances, plus one year of lead or supervisory experience.  
(Lead/Supervisory experience may be concurrent with general experience.)

**OR:**

(2) Three years of experience with Pima County as an Animal Care Technician or Animal Care Field Officer.

**OTHER REQUIREMENTS:**

**Licenses and Certificates:** All positions require a valid Arizona Class D driver license at the time of application. Failure to maintain the required licensure shall result in termination.

**Special Notice Items:** Within nine months of appointment, employees must receive the full series of pre-exposure rabies immunizations. Medical inability to be immunized or previous immunization must be verified by the County Physician prior to employment. Recommended boosters are required for the duration of employment, unless medically excused or physiologically unable to develop immunity. Some positions may require fluency in English and a second language as determined by the Department.

**Physical/Sensory Requirements:** Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

Revised 7/20/05(lg)  
Updated 1/31/14(lsg)

*Code: 3415*

*Title: ANIMAL CARE FIELD OFFICER*

**SUMMARY:** Enforces state, city, and county animal care laws and ordinances and provides a variety of animal care field services in Pima County.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Enforces state, city and county animal care laws and ordinances governing such issues as dangerous and vicious animals, neglect, cruelty, excessive noise, quarantines, bite incidents, and license and vaccination requirements;

Patrols assigned areas to ensure compliance with animal care regulations and responds to routine and emergency animal care calls;

Assesses reported or observed violations of animal care regulations, makes determinations and takes required action, such as issuing citations and complaints;

Provides field services including capturing domestic and wild animals, dispensing first aid treatment to animals, examining injured and ill animals to select treatment disposition and removing animals from a variety of hazardous situations;

Provides information and education to the public covering a range of animal care topics including laws and ordinance, animal nutrition, behavior, injuries, and common diseases;

Operates and performs operator-level maintenance, servicing and safety inspection of assigned vehicles;

Operates and performs operator-level maintenance for chemical-immobilization and other animal care equipment, such as snares, ropes, nets, and traps in capturing animals;

Testifies in court on cases pertaining to animal care issues;

Assists federal, state, city and county commissioned law enforcement officers as required;

Prepares manual and automated records and reports;

Gathers evidence on animal care cases, including photographs, tape recordings, and other information for presentation in court;

Maintains legal chain-of-custody for evidentiary materials;

May perform animal euthanasia as directed by qualified personnel;

May prepare specimens for rabies analysis;

May dispense medication to animals at direction of qualified personnel;

May calculate and collect fees for animal quarantine, impound and licensing services.

### **KNOWLEDGE & SKILLS:**

Knowledge of:

- symptoms of common animal health problems, species, and their habits;
- humane animal control, care and handling;
- English grammar, word usage and spelling, and basic arithmetic;
- automated record keeping, report preparation, and information gathering techniques;
- operator-level maintenance requirements for animal care equipment and assigned vehicles;
- applicable state, county, and city laws and ordinances;
- principles and techniques of effective customer service and public relations.

Skill in:

- establishing and maintaining effective working relationships;

- interpreting and applying the laws and ordinances regarding animal care;
- preparing accurate records and reports;
- conducting an investigation;
- communicating effectively, both orally and in writing;
- reacting quickly and calmly in emergencies and stressful situations;
- capturing and caring for animals;
- use of automated information systems for tracking data, report generation, and information gathering;
- reading street guides and maps;
- providing the public with animal care-related information and education;
- performing operator-level maintenance and servicing of assigned vehicles and equipment.

**MINIMUM QUALIFICATIONS:**

A high school diploma or General Education Development (G.E.D.) certificate.

**OTHER REQUIREMENTS:**

**Licenses and Certificates:** All positions require a valid Arizona Class D driver license at the time of application. Failure to maintain the required licensure shall be grounds for termination.

**Special Notice Items:** Within nine months of appointment, employees must receive the full series of pre-exposure rabies immunizations. Medical inability to be immunized or previous immunization must be verified by the County Physician prior to employment. Recommended boosters are required for the duration of employment, unless medically excused or physiologically unable to develop immunity. Some positions may require fluency in English and a second language as determined by the Department.

**Physical/Sensory Requirements:** Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

**Code: 3416**

**Title: ANIMAL CARE FIELD INVESTIGATION OFFICER**

**SUMMARY:** Investigates alleged violations of animal care laws and ordinances in Pima County.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Conducts detailed investigation of alleged violations of animal care laws and ordinances;  
Prepares and maintains detailed manual and automated records and reports, including those in support of prosecution of alleged violators;  
Enforces dangerous animal regulations by assigning the classification of dangerous animal through observation and evaluation of actions, behavioral tendencies, and owners' responsibility under varying circumstances;  
Gathers information and evidence from various sources including records of outside agencies, interviews, and on-site visual inspections;  
Interview victims, witnesses, and suspects to investigate leads to obtain and verify information, establish background and identify probable intent of alleged violator;  
Presents evidence and defends the classification of dangerous animals at appeal hearings;  
Serves as sectional technical resource by advising less experienced employees of proper procedures and assisting in their initial training;  
Operates and performs operator-level maintenance, servicing and safety inspection of assigned vehicles;  
Operates and performs operator-level maintenance for chemical-immobilization and other animal control equipment, such as snares, ropes, nets and traps used in capturing animals;  
Obtains search warrants, conducts searches, and identifies, collects and maintains custody of evidence for prosecution activities by the prosecuting attorneys;  
Assists other agencies in the investigation of felony animal cruelty cases;  
Testifies in court on cases pertaining to animal care issues;  
Maintains legal chain-of-custody of evidentiary materials;  
May authorize use of controlled chemical capture delivery systems by qualified staff;  
May perform enforcement, field service, and animal care activities as required;  
May act as a lead in the absence of the supervisor;  
May inspect businesses and sites of special events as requested by other agencies to ensure compliance with animal care laws and ordinances.

**KNOWLEDGE & SKILLS:**

Knowledge of:

- symptoms of common animal health problems;
- animal control, care and handling;
- common animal species, breeds and their habits;
- state, county and city laws and ordinances for animal care issues;
- methods and techniques of interviewing, investigating and gathering information;
- basic arithmetic;
- automated record keeping and report preparation;
- operator-level maintenance for all equipment and assigned vehicles.

Skill in:

- investigating and documenting alleged violations of animal care laws, rules, and codes;
- establishing and maintaining effective working relationships with the public, co-workers and other agencies;
- preparing and maintaining accurate manual and automated records and reports;
- communicating effectively, both orally and in writing;
- reacting quickly and calmly in emergencies;
- capturing and caring for animals;
- using and maintaining specialized animal control equipment, such as snares and traps and assigned vehicles;
- assessing field situations rapidly and making determination;
- managing stressful or emergency situations firmly, courteously and impartially;
- supervising and training employees;
- conducting interviews and investigations;
- use of automated systems for tracking data and reports.

MINIMUM QUALIFICATIONS:

EITHER:

(1) Two years of experience enforcing animal care laws and ordinances.

(Fifteen semester hours or thirty-quarter hours of college-level course work from an accredited university or college in veterinary or animal science education from an accredited college or vocational school could be substituted for six months of the aforementioned required experience)

OR:

(2) Eighteen months of experience with Pima County as an Animal Care Field Officer.

OTHER REQUIREMENTS:

Licenses and Certificates: All positions require a valid Arizona Class D driver license at the time of application. Failure to maintain the required licensure shall result be grounds for termination.

Special Notice Items: Within nine months of appointment, employees must receive the full series of pre-exposure rabies immunizations. Medical inability to be immunized or previous immunization must be verified by the County Physician prior to employment. Recommended boosters are required for the duration of employment, unless medically excused or physiologically unable to develop immunity. Some positions may require fluency in English and a second language as determined by the department.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

Revised 7/7/96(kf)  
Updated 1/31/14(lsg)

*Code: 3417*

*Title: ANIMAL CARE FIELD SUPERVISOR*

**SUMMARY:** Supervises and participates in the operations and the daily activities of the Animal Care Enforcement units and field services in Pima County.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Supervises, trains, evaluates, and schedules an assigned shift of employees performing animal care enforcement activities and field services;

Evaluates departmental enforcement processes and procedures and recommends changes as necessary; Assist assigned staff with unusual and complex field situations by advising on procedural and technical actions;

Performs enforcement, field service, public education, and animal care activities as required;

Addresses questions and investigates complaints from the public regarding citations, animal care procedures, enforcement actions, staff actions, laws and ordinances, and initiates corrective action as required;

Prepares, reviews and maintains detailed records and reports, including those in support of prosecution of alleged violators;

Reviews field and investigation reports, citations, and all other documentation prepared by enforcement staff in relation to animal care cases or enforcement actions to ensure completeness of documentation, strict adherence to applicable laws, ordinances and procedures, and appropriateness of actions taken;

Evaluates case documentation and prepares synopses for prosecution activities by the appropriate jurisdiction;

Testifies in court on animal care cases;

Authorizes use of controlled chemical capture delivery systems by qualified staff;

Operates and performs operator-level maintenance, servicing and safety inspection, of assigned vehicles and equipment;

Enforces dangerous animal regulations by assigning the classification of dangerous animal through observation and evaluation of actions, behavioral tendencies, and owners' responsibility under varying circumstances;

Presents and defends evidence at appeal hearings to validate dangerous animal assessments.

### **KNOWLEDGE & SKILLS:**

Knowledge of:

- applicable city, County and state laws and ordinances for animal care issues;
- common animal species, breeds, and their habits;
- animal control, care and handling techniques;
- symptoms of common animal health problems;
- basic arithmetic;
- principles and practices of effective supervision;
- principles and practices of investigation;
- automated record keeping and report preparation;
- operator-level maintenance procedures for vehicles and equipment;
- resources for information gathering;
- customer service and public relations procedures;
- legal procedures in a court hearing.

Skill in:

- humane capture and care of animals;
- using specialized animal care equipment, such as controlled chemical capture delivery systems;
- communicating effectively, both orally and in writing;
- establishing and maintaining effective working relationships with the public, coworkers, and other agencies;
- assessing field situations rapidly and making determinations;
- responding quickly and calmly in emergencies;
- managing stressful and emergency situations firmly, courteously, and impartially;
- supervising, evaluating, and training assigned staff;
- use of automated information systems and other computer software products for storing and tracking data, report generation, and presentation design, including, databases, word-processing, presentation software, and email;
- operation and operator-level servicing and maintenance of an assigned vehicle and equipment;
- recalling details for the purpose of preparing reports and court hearings.

MINIMUM QUALIFICATIONS:

Four years of experience enforcing animal care laws and ordinances and one year of supervisory experience. (Supervisory experience may be concurrent with general experience.) (National Animal Control Association Training Academy Levels I and II certification may be substituted for a maximum of two years of the general portion of the aforementioned experience.)

OTHER REQUIREMENTS:

Licenses and Certificates: All positions require a valid Arizona Class D driver license at the time of application. Failure to maintain the required licensure shall be grounds for termination.

Special Notice Items: Within nine months of appointment, employees must receive the full series of pre-exposure rabies immunizations. Medical inability to be immunized or previous immunization must be verified by the County Physician prior to employment. Recommended boosters are required for the duration of employment, unless medically excused or physiologically unable to develop immunity. Some positions may require bilingual abilities in English and a second language as determined by the Department.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

*Code: 3522*

*Title: ANIMAL CARE DISPATCHER*

**SUMMARY:** Receives calls, relays information and dispatches animal care units. Receives requests for emergency and routine services, transmits and documents information using telecommunication equipment.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Receives and responds to animal care enforcement and service requests via radio and telephone equipment from the public, division personnel and other agencies;  
Prioritizes animal care enforcement and service requests and determines appropriate action including dispatch and referral;  
Coordinates animal care enforcement and service requests with available field resources;  
Questions callers to obtain relevant information and enters data into the automated data base including nature and extent of animal illness or injury, and type of service or enforcement activity requested;  
Assigns service requests and monitors officer safety by maintaining continuous location and status control of units in field;  
May refer after-hours requests for a wide variety of health and law enforcement related requests for assistance;  
Provides information and explanations on Animal Care services, fees, policies, laws, ordinances and practices;  
Researches and responds to inquiries from the public, Animal Care personnel and other agencies concerning status of animals and location of individuals;  
Relays calls for assistance to law enforcement agencies;  
Prepares and maintains records, call logs and reports;  
Accesses and updates computer-based Animal Care related records and databases and generates required reports and related correspondences;  
May assist in other Animal Care dispatch personnel;  
May provide other Animal Care services including conducting license checks, calculating and collecting Animal Care services fees.

**KNOWLEDGE & SKILLS:**

Knowledge of:

- rules and regulations of the Federal Communication Commission for telecommunications equipment;
- operation of telecommunication equipment;
- English grammar, word usage and spelling;
- arithmetic functions;
- geography of Pima County;
- applicable animal care regulations;
- common animal species and their habits.

Skill in:

- establishing and maintaining effective working relationships;
- reading street maps;
- determining priorities;

- communicating clearly, accurately and concisely, both orally and in writing, and effectively relaying details;
- handling situations firmly, courteously, tactfully and impartially;
- reacting quickly and calmly in emergencies.
- use of automated information systems for entering, retrieving and tracking data and report generation;
- use of telecommunication equipment.

MINIMUM QUALIFICATIONS:

Six months of experience performing any combination of the following duties: performing data entry into an automated system; answering multi-line telephones; operating a PBX or similar telephone switchboards; dispatching of personnel/mobile units by telephone, radio or computer-based communication systems.

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions require a valid Arizona Class D driver license at the time of application. Failure to obtain/maintain the required licensure shall be grounds for termination.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

7/7/96(kf)  
Updated 7/8/14(lsg)

Code: 3523

Title: ANIMAL CARE DISPATCH SUPERVISOR

**SUMMARY:** This classification supervises dispatching staff and participates in the daily activities of the Animal Care Dispatch Center by receiving requests for service and transmitting pertinent information to Animal Care field officers via radio, telephone and/or computer-based communications systems.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Supervises, trains and assigns work to Animal Care dispatch staff;  
Monitors, evaluates, revises and recommends dispatch unit work procedures to improve efficiency and quality of service;  
Reviews accuracy and completeness of records, call logs and reports prepared by dispatch unit;  
Responds to complex animal care inquiries and service requests from the public, division personnel and other agencies;  
Assists dispatch staff with more difficult requests or excessively hostile or belligerent calls;  
Relays calls for assistance to law enforcement agencies;  
Prepares and maintains records and reports;  
May perform all duties of an Animal Care Dispatcher as required, including receiving and prioritizing calls, determining appropriate responses and taking action on enforcement and field service requests;  
May provide animal care services including conducting license checks, calculating and collecting animal care service fees.

**KNOWLEDGE & SKILLS:**

Knowledge of:

- rules and regulations of the Federal Communications Commission operation of telecommunications equipment/systems;
- the operation of telecommunications equipment;
- principles and practices of effective supervision and relevant County Personnel Policies/Procedures and Merit System Rules;
- records maintenance;
- applicable State, County and city laws and ordinances;
- common animal species, habits, handling and care.

Skill in:

- establishing and maintaining working relationships with the public, co-workers and other agencies;
- handling situations firmly, courteously, tactfully and impartially;
- reacting quickly and calmly in emergencies;
- determining priorities;
- communicating clearly and concisely, both orally and in writing, and accurately relaying details;
- use of telecommunications equipment;
- use of automated information systems for entering, retrieving and tracking data and report generation;
- scheduling, training and reviewing work of employees.

**MINIMUM QUALIFICATIONS:** EITHER

(1) Eighteen months of dispatching experience and one year of lead or supervisory experience which may be concurrent with other required experience.)

OR

(2) One year of experience with Pima County as an Animal Care Dispatcher and six months of lead or supervisory experience (which may be concurrent with other required experience.)

OR:

(3) Three years of experience with Pima County as an Animal Care Dispatcher.

**OTHER REQUIREMENTS:**

**Physical/Sensory Requirements:** Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

Revised 11/13/05(fn)

*Code: 4595*

*Title: ANIMAL CARE MANAGER*

**SUMMARY:** Plans, organizes and manages the administrative and operational functions of animal care operations, management, services and activities within Pima County.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Plans, organizes and manages all animal care activities including field and kennel operations, licensing activities, public education and administrative services;

Administers the County rabies control program and enforces all animal and rabies control ordinances;

Maintains continuing liaison with the veterinary profession and with the State Department of Health Services;

Insures the safe and proper handling and care of impounded animals;

Directs and evaluates the activities of veterinarians and contracted veterinarians providing veterinary services to the County's animal care activity/facilities;

Documents the identification of rabies in impounded or found animals, and assures proper notification to local/state health agencies, individuals who have been in contact with rabies-infected animals and their physicians and health-care agencies;

Provides information to the news media concerning animal care issues and services;

Interacts with elected officials, special interest groups and the general public in the development of new legislation directed at animal care issues;

Serves as ex officio member of the Pima Animal Care Center Advisory Board;

Coordinates, prepares and monitors City and County budgets for the Animal Care Center;

Trains supervisory personnel and evaluates the performance of professional staff;

Investigates and resolves all complaints and claims against Pima Animal Care Center policy and/or staff members;

Evaluates program effectiveness and recommends new or revised policies and services.

#### **KNOWLEDGE & SKILLS:**

Knowledge of:

- principles, practices and techniques of domestic animal care and control;
- organization and functions of the Public Health Department;
- applicable laws, regulations and ordinances related to animal care and rabies control;
- Pima County Merit System Rules and Personnel Policies/Procedures;
- County contracting and procurement policies and procedures;
- principles and practices of personnel management, budgeting and public and health administration;
- principles and techniques of effective public and media relations;
- applicable principles and practices of disease control and public health.

Skill in:

- administering the Rabies Control programs in accordance with local, state and federal laws, rules and regulations;
- planning, coordinating and directing animal care programs and the work of subordinates;
- developing and administering operating budgets;
- coordinating and administering service contracts and supervising contractors/service providers;

- dealing effectively with the public and news media in promoting center programs, reporting on relevant topics, and responding to claims or complaints about center and program activities;
- establishing and maintaining effective working relationships;
- communicating effectively, both orally and in writing.

**MINIMUM QUALIFICATIONS:**

**EITHER:**

(1) A Bachelor's degree from an accredited college or university with a major in public or business administration, management, public health, veterinary science or a closely related field as determined by the appointing authority at the time of recruitment and two years of administrative or supervisory experience in a public-sector or non-profit animal care center.

**OR:**

(2) Four years of administrative/supervisory experience operating a public-sector or non-profit animal care center, including direct interaction with news media.

**OTHER REQUIREMENTS:**

**Licenses and Certifications:** Some positions require a valid Arizona Class D driver license at the time of application or prior to completion of initial/promotional probation. Failure to obtain/maintain the required licensure shall be grounds for termination.

**Special Notice Items:** Within nine months of appointment, employees must receive the full series of pre-exposure rabies immunizations. Medical inability to be immunized or previous immunization must be verified by the County Physician prior to employment. Recommended boosters are required for the duration of employment unless medically excused or physiologically unable to develop immunity.

**Physical/Sensory Requirements:** Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

Revised 11/4/05(fn)  
Updated 1/31/14(lsg)

<p><i>Code:</i> 7120 <i>Title:</i> PROGRAM COORDINATOR - UNCLASSIFIED</p>
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**SUMMARY:** Supervises and coordinates the day-to-day activities of a specific single functional program. This is distinguished from Program Manager by its direct participation in the day-to-day activities of a single functional program with highly specified objectives. Conversely, the Program Manager manages and administers a large, multi-faceted specialized program with diversified activities. This classification is in the unclassified service and is exempt from the Pima County Merit System Rules.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Coordinates, supervises and participates in the activities of a specialized program;  
Provides support and participates in the daily activities essential to the completion of program objectives;  
Coordinates program activities with other departments, governmental agencies and the public;  
Meets with representatives of other departments, governmental agencies and the public to resolve program-related problems, address issues and discuss program goals and objectives;  
Provides internal services support for the program by coordinating activities with such departments as Human Resources, Management Information Systems, Budget, Finance, Purchasing, etc.;

Develops or participates in the development of program goals and objectives and program budgets;  
Researches, analyzes and reports on program activities;  
May coordinate and/or supervise daily staff activities including those of other Program Coordinators;  
May perform required managerial functions in the absence of management;  
May perform public relations activities by speaking, giving demonstrations and coordinating publicity campaigns with the media.

**KNOWLEDGE & SKILLS:**

Knowledge of:

- practices of program coordination and administration;
- principles and practices of budgeting, accounting and financial management;
- principles and practices of effective supervision;
- practices and procedures for providing internal services.

Skill in:

- developing program goals and objectives;
- expressing, explaining and interpreting program policies and practices to the public;
- communicating effectively, both orally and in writing;
- supervising, training and evaluating support personnel.

**DESIRED QUALIFICATIONS:**

A Bachelor's degree from an accredited college or university with a major in public or business administration or a field closely related to the program area, as determined by the appointing authority and two years of progressively responsible program administration experience or experience directly related to the nature of the program.

**OTHER REQUIREMENTS:**

**Licenses and Certificates:** Some positions require a valid Arizona Class D driver license at the time of application or appointment.

**Physical/Sensory Requirements:** Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

07/29/90  
Updated 12/23/13(lsg)

*Code: 7150*

*Title: PROGRAM MANAGER - UNCLASSIFIED*

**SUMMARY:** This classification plans, organizes, manages and coordinates complex programs for a department or special program, which may include supervision of professional and support staff. It is distinguished from other administrative and managerial classes by its specialization in a specific area. This classification is in the unclassified service and is exempt from the Pima County Merit System Rules.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Develops program goals, objectives, policies, and procedures, and establishes short- and long-range program performance plans subject to management review;  
Manages and administers program activities and evaluates program effectiveness and success;  
Manages the activities of professional staff and evaluates their performance;  
Develops, negotiates, monitors, and administers contracts, intergovernmental agreements, and/or financial and service agreements for the program managed;  
Monitors program contract compliance and takes corrective action as required;  
Performs as a program representative within the community, delivers informational news releases, serves as a program contact person, and participates in community awareness activities;  
Develops and maintains effective working relationships and coordinates program activities with other County departments, public and private agencies, organizations and groups to promote the program and its goals;  
Analyzes local, state and federal legislation and ensures program compliance with applicable regulations and policies;  
Directs organizational and management studies for the purpose of identifying problems and alternative solutions to the problems;  
Develops, writes and administers the program's annual budget, prepares program-related financial forecasts, and identifies funding sources to support program activities;  
Reviews and analyzes routine and special reports detailing the status and/or success of the program, prepares recommendations, and/or initiates corrective action;  
Evaluates management problems and makes decisions regarding the proper course of action;  
May make recommendations to the Board of Supervisors regarding program objectives;  
May direct the preparation and submission of proposals and grant applications;  
May access or maintain specialized databases containing program-specific information to review information or generate reports.

**KNOWLEDGE & SKILLS:**

Knowledge of:

- principles and procedures of public administration, management, and program planning, development, and evaluation;
- applicable local, state and federal laws, rules, and regulations;
- principles and practices of budgeting, accounting, purchasing, contracting, and financial management;
- contract and grant application preparation, negotiation, and administration;
- community agencies, organizations, and resources;
- data and statistical analysis techniques and application to planning studies and projects;

- principles and techniques of effective communication to include written composition and public speaking;
- applications of automated information systems.

Skill in:

- planning, developing, evaluating, and managing programs and projects;
- preparing and administering budgets, grants, and contracts;
- researching, analyzing, and reporting data;
- presenting, explaining, and interpreting program goals, objectives, policies, and procedures to the public;
- managing staff and planning, organizing, and coordinating program activities;
- communicating effectively;
- establishing and maintaining effective working relationships with service groups and organizations;
- establishing, reviewing, and modifying procedural and technical guidelines to enhance program effectiveness;
- use of automated information systems to maintain or produce data.

**DESIRED QUALIFICATIONS:**

The appointing authority will determine the desired qualifications for this position at the time of recruitment. Typically, this would require at least a Bachelor's degree from an accredited college or university with an academic major in a specified discipline or a more general discipline (e.g., business/public administration, management, etc.) plus significant professional experience in management in a specified specialty area.

**OTHER REQUIREMENTS:**

**Licenses and Certificates:** Some positions may require specific licenses, or certifications required by law, statute, accrediting agencies or contract provisions. Failure to obtain/maintain such licenses or certifications may be grounds for termination. Some positions require a valid Arizona Class D driver license at the time of application, appointment or prior to completion of initial/promotional probation.

**Special Notice Items:** This is classification in the Unclassified-series and is exempt from the Merit System Rules. Some positions require satisfactory completion of a pre-/post-appointment personal background investigation by law enforcement agencies or other local, state or federal agencies.

**Physical/Sensory Requirements:** Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

*Code: 7203*

*Title: VETERINARIAN - UNCLASSIFIED*

**SUMMARY:** Provides professional veterinary services in the Pima Animal Care Center (PACC) facilities. This classification is in the unclassified service and is exempt from the Pima County Merit System Rules.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Performs daily observations and examinations of impounded animals;  
Provides the requisite veterinary services necessary to diagnose animal health-related issues, develops appropriate therapy/treatment regimens and administers first aid if necessary;  
Examines and assesses impounded and found animals that have bitten humans for symptoms of rabies;  
Documents the identification of rabies in impounded or found animals, and assures proper notification of local/state health agencies, individuals who have been in contact with rabies-infected animals and their physicians, health-care and public health agencies;  
Performs high volume animal alteration surgeries;  
Assists in the training of staff on proper surgical procedures, animal evaluation and monitoring for pre-/intra-/post-surgical signs and symptoms;  
Assists in the training of staff on preparation of sterile surgery packs, animals and maintenance of sterile surgical fields;  
Assists in the control, security, record keeping and use of controlled drugs by staff in the PACC and ensures conformance with federal, state and local laws, rules and regulations to maintain the facility and personal Drug Enforcement Agency (DEA) licenses and permits;  
Informs/advises/trains staff on animal care topics, which may include, but is not limited to, diagnosis, therapy and treatment of impounded animals, emergency veterinary techniques, husbandry, nutrition, preventive care, first aid, and control/containment/preventive measures for communicable diseases in an animal shelter environment;  
Trains/advises staff on principles and practices of animal restraint and chemical capture, detection, identification and dispositions of animal welfare/cruelty cases;  
May testify in court as an expert witness relative to veterinary issues related to PACC operations.

**KNOWLEDGE & SKILLS:**

Knowledge of:

- principles, practices and techniques of the practice of professional veterinary medicine;
- principles and practices of domestic animal care and control;
- applicable laws, regulations and ordinances, including those of the DEA, related to animal and rabies control and the practice of veterinary medicine, to include the control, security and record-keeping for controlled drugs used in PACC operations;
- federal, state and local laws, rules and regulations required to maintain the facility and personal DEA licenses and permits;
- Pima County Merit System Rules and Personnel Policies/Procedures;
- County contracting and procurement policies and procedures;
- principles and practices of personnel management and public health administration;
- applicable principles and practices of disease control and public health.

Skill in:

- practice of veterinary medicine in an animal care environment;
- planning, coordinating and directing animal care programs;
- coordinating and administering veterinary service contracts and supervising contractors/service providers;
- communicating effectively, both orally and in writing.

**DESIRED QUALIFICATIONS:**

Graduation from an accredited school of veterinary medicine with a doctoral degree in Veterinary Medicine (DVM) or (VDM).

**OTHER REQUIREMENTS:**

**Licenses and Certificates:** A current Arizona license to practice veterinary medicine (per A.R.S. 32-2215 et seq) and a current Drug Enforcement Agency (DEA) license for the prescription and administration of controlled substances is required at the time of appointment and must be maintained as a condition of employment. All positions require a valid Arizona Class D driver license at the time of application. Failure to maintain the required licensure shall be grounds for termination.

**Special Notice Items:** Within nine months of appointment, employees must receive the full series of pre-exposure rabies immunizations. Medical inability to be immunized, or previous immunization, must be verified by the County Physician prior to employment. Recommended boosters are required for the duration of employment unless medically excused or physiologically unable to develop immunity.

**Physical/Sensory Requirements:** Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

5/9/2012  
Update 12/20/13(tb)



*Code: 7205*

*Title: CHIEF OF VETERINARY SERVICES-UNCLASSIFIED*

**SUMMARY:** Provides and directs professional veterinary services in the Pima Animal Care Center (PACC) facilities. Plans, organizes, directs and manages all veterinary-related medical programs with the Animal Care area, and acts as advisor to the Board of Health for veterinary-related issues. This classification is in the unclassified service and is exempt from the Pima County Merit System Rules.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Directs all veterinary, pharmaceutical and clinical operations in the PACC facility;

Performs daily observations and examinations of impounded animals or directs other staff veterinarians or veterinary service providers to conduct such observations and examinations of impounded animals;

Provides the requisite veterinary services necessary to diagnose animal health-related issues, develops appropriate therapy/treatment regimens and administers first aid if necessary and/or directs and oversees the provision of such medical services by other PACC supervisors, staff veterinarians or veterinary service providers;

Examines/assesses impounded and found animals that have bitten humans for symptoms of rabies and directs quarantine and/or euthanasia and post-mortem analyses to determine presence/absence of rabies;

Documents animal welfare medical investigations and the identification of rabies in impounded or found animals, and assures proper notification of local/state health agencies, individuals who have been in contact with rabies-infected animals and their physicians, health-care and public health agencies;

Evaluates the activities of staff veterinarians or veterinarians providing veterinary services to the animal care activity/facilities;

Conducts animal alteration surgeries, or oversees those conducted by staff veterinarians or veterinary service providers;

Manages the training of staff on proper surgical procedures, animal evaluation and monitoring for pre-/intra-/post-surgical signs and symptoms;

Manages the training of staff on preparation of sterile surgery packs, animals and maintenance of sterile surgical fields;

Manages the control, security, record keeping and use of controlled drugs by staff and veterinary service contractors in the PACC and ensures conformance with local, state and federal laws, rules and regulations to maintain the facility and personal Drug Enforcement Agency licenses and permits;

Informs/advises/trains staff on animal care topics, which may include, but is not limited to, therapy and treatment of impounded animals, emergency veterinary techniques, husbandry, nutrition, preventive care, first aid, control/containment/preventive measures for communicable diseases in an animal shelter environment;

Trains/advises staff on principles and practices of animal restraint and chemical capture; detection, identification and disposition of animal welfare/cruelty cases;

Advises PACC, Public Health management and the Board of Health on all veterinary issues or aspects impacting County operations, public health and welfare;

Provides outreach briefings and presentations to boards, commissions and the public on veterinary issues and the PACC;

Develops and provides outreach veterinary services in response to identified/requested needs, which may include grant-writing;

May testify in court as an expert witness relative to veterinary issues related to PACC operations.

**KNOWLEDGE & SKILLS:**

Knowledge of:

- principles, practices and techniques of the practice of professional veterinary medicine;
- principles and practices of domestic animal care and control;
- applicable laws, regulations and ordinances, including those of the Drug Enforcement Administration (DEA), related to animal and rabies control and the practice of veterinary medicine, to include the control, security and record-keeping for controlled drugs used in PACC operations;
- local, state and federal laws, rules and regulations required to maintain the facility and personal Drug Enforcement Agency licenses and permits;
- Pima County Merit System Rules and Personnel Policies/Procedures;
- County contracting and procurement policies and procedures;
- principles and practices of personnel management and public and health administration;
- applicable principles and practices of disease control and public health.

Skill in:

- practice of veterinary medicine in an animal care environment;
- planning, coordinating and directing animal care programs and the work of subordinates;
- coordinating and administering veterinary service contracts and supervising contractors/service providers;
- communicating effectively, both orally and in writing.

**DESIRED QUALIFICATIONS:**

A current Arizona license to practice veterinary medicine [per A.R.S. 32-2215 *et seq*] and four years of experience in administration or supervision in veterinary care or medicine, animal care/control or a closely related field as determined by the appointing authority at the time of recruitment.

**OTHER REQUIREMENTS:**

**Licenses and Certifications:** A current Arizona license to practice veterinary medicine [per A.R.S. 32-2215 *et seq*] and a current Drug Enforcement Agency (DEA) license for the prescription and administration of controlled substances is required at the time of appointment and must be maintained as a condition of employment. All positions require a valid Arizona Class D driver license at the time of application or appointment. Failure to maintain the required licensure shall be grounds for termination.

**Special Notice Items:** Within nine months of appointment, employees must receive the full series of pre-exposure rabies immunizations. Medical inability to be immunized or previous immunization must be verified by the County Physician prior to employment. Recommended boosters are required for the duration of employment unless medically excused or physiologically unable to develop immunity.

**Physical/Sensory Requirements:** Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Code: 7485

Title: ADMINISTRATIVE SUPPORT SERVICES MANAGER-UNCLASSIFIED

**SUMMARY:** Plans, manages and directs the activities of an administrative support services unit, which provides administrative services to a major department or department cluster. This classification is in the unclassified service and is exempt from the Pima County Merit System Rules.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Plans, organizes and directs the activities of an administrative support services unit for a major department or department cluster;  
Directs coordination of fiscal and administrative activities with the corresponding functional areas of central services departments (i.e. Finance & Risk Management, Procurement, Facilities Management, Human Resources, etc.);  
Provides services to departments, including, but not limited to accounting, budgets, accounts receivable, procurement, human resources, payroll, and risk management;  
Directs the development and implementation of administrative procedures applicable to the department's functional areas;  
Directs the preparation and administration of the department's support services budget and coordinates the preparation of all department and division budgets;  
Assigns, trains, supervises and evaluates the work of subordinate staff;  
Studies, recommends and implements process improvements, which affect the economy and efficiency of operation of the department.

**KNOWLEDGE & SKILLS:**

Knowledge of:

- principles and practices of public administration;
- principles and practices of financial management;
- governmental accounting practices and procedures;
- principles and practices of leadership and management;
- principles and practices associated with the area of assignment;
- relevant Federal, State and local laws, rules and regulations;
- principles and practices of risk management and loss control.

Skill in:

- assigning and directing the work of professional and administrative staff;
- communicating effectively, both orally and in writing;
- establishing and maintaining effective working relationships;
- analyzing difficult administrative and financial problems and presenting solutions clearly and concisely.

**DESIRED QUALIFICATIONS:**

A Bachelor's degree from an accredited college or university in business or public administration or a closely related field and three years of professional administrative experience, which involved managerial responsibilities.

(Additional relevant experience may be substituted for a portion of the aforementioned education.)

(Additional relevant education from an accredited college or university may be substituted for a portion of the aforementioned experience.)

**OTHER REQUIREMENTS:**

**Physical/Sensory Requirements:** Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

Revised 07/21/96  
Updated 4/27/12(lsg)

