# 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

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<tr>
<td>A.</td>
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<td>Kristin Almquist</td>
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<td>Christy Holliger</td>
<td>Andrew Squire</td>
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<td>B.</td>
<td>Pledge of Allegiance</td>
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## Agenda Item

|   | Adoption of December 8, 2016 Meeting Minutes (All Members) | Public Call |

## Agenda Item

|   | Call to Audience – 3 minutes or less. Please refrain from repeating comments of another speaker. | |

## Agenda Item

<table>
<thead>
<tr>
<th></th>
<th>Old Business</th>
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<tbody>
<tr>
<td>A.</td>
<td>Update on PACC infectious disease resolution</td>
<td>Discuss/Action</td>
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<td>B.</td>
<td>Presentation on procedures for ensuring animals are not left in vehicles</td>
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<td>C.</td>
<td>Data Summary – Questions/Comments</td>
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<td>D.</td>
<td>PCACAC Topics Priorities Subcommittee – Progress update</td>
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<th>New Business –</th>
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<tr>
<td>A.</td>
<td>PCACAC Topics – Shelter Operations Initial Reports:</td>
<td>Discuss/Action</td>
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<tr>
<td>a.</td>
<td>Organizational Structure, personnel by unit and description</td>
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<td>b.</td>
<td>Standard Operating Procedures (SOP) – Alphabetical list with description and date last updated.</td>
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<td>c.</td>
<td>SOP Priorities in 2017 - Staff / PACAC</td>
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<tr>
<td>A.</td>
<td>Chair (Gillaspie)</td>
<td>Discuss/Action</td>
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<td>B.</td>
<td>Committee</td>
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<td>C.</td>
<td>Volunteer Representative (Holliger)</td>
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<td>D.</td>
<td>Management Report (Ocano)</td>
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<td>a.</td>
<td>Construction update</td>
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## Agenda Item

|   | Future Agenda Items (All Members) | Action |

## Agenda Item

|   | Call to Audience – 3 minutes or less. Please refrain from repeating comments of another speaker. | Public Call |

## Agenda Item

|   | Adjournment | |

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One or more members of the public body may participate by telephonic or video communications. If you require ADA accommodations, please contact the Pima County Health Department.

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

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. Huckleberry 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 forwarded 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’Dornell)

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 suggestion 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 do 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 1st 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.
INTRODUCTION
Pima Animal Care Center maintains a fleet of vehicles for the transport of animals. The majority of the fleet is comprised of flat-nosed trucks with crane-mounted animal transport units. The DCA vehicle is a flat-nosed truck with a lift and modified bed for dumping. An exterior truck 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 such vehicles 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 work truck sign out log, your I.D. 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 it to the attention of your supervisor.

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

MAINTENANCE
Our fleet is serviced by the Pima County Automotive Service 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 PACO lot. The Enforcement Support Supervisor maintains the routine maintenance schedule and will make sure each truck has an appointment as near as possible to reaching its due maintenance mileage.
- Repairs - makes 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 (a written note in 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, hair, vomit, etc., in cages. The cab shall be free of any trash such as food dish containers, feed wrappers, etc. No materials will be left on top of the dashboard. Windshields 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.

REDOING UNNECESSARY MILEAGE COSTS
1. At the beginning of each shift, assigned calls shall be prioritized and an itinerary laid out in geographical order by each field officer.
2. Reports shall be accomplished before returning to the Center at the end of each shift.
3. Dispatchers shall ensure that all incoming calls are dispatched to the field as soon as possible to enable the officers to the field to route in a manner that will not require unnecessary mileage.
4. Field Animal Control Officer's shall take breaks as close to their previous call, or stop, as possible.
5. All Administrative and non-emergency routine shall be consolidated into one trip daily. (i.e. delivery of paperwork to Health Department Administration, delivery of Court documents, to pick up the Jupe from Records, etc.).
6. Personal side trips shall be handled during off-duty hours in privately owned vehicles.
7. Vehicles will not be left unattended with the engine 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" (automotive) or "neutral" (manual shift) with the hand brake fully set.
Animals on Trucks

SECTION XX
Vehicle Use
1. All Animal Care Officers are to log onto the Channeline software system and then perform a Vehicle Safety and Equipment Inspection Form.
2. Vehicles keys may be obtained from the key storage board. Each officer shall record the vehicle number on the truck sign out sheet and then record this information in Channeline.
3. Truck Inspection:
   Before leaving the Center to begin their tour of duty, each officer must inspect the vehicle. The purpose of the inspection is to ensure the Vehicle's safety, that the Vehicle Franction properly; and that the Vehicle Condition is clean and unamaged.

   A. Vehicle lights:
      The officer shall check all emergency lights and flashes. The tires are also to be checked by the foreman, pressure, damage, and tread wear. The mirrors are to be checked on both sides to ensure there are no blind spots in the driver's view.

   B. Vehicle Function:
      The officer will test all lights, test both brakes and parking brakes, and check fuel gauges. 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 body for any damage. The unit should have no dents or scratches. The officer is to check all animal containment areas and ensure they are functioning properly. The unit at the beginning of the tour should be clean and sanitized; the vehicle body and animal containment areas should be cleaned if the officer determines damage to their vehicle or if malfunctioning containment doors, or a dirty cab or dirty animal containment, are to notify their Field Supervisor immediately.

   D. Infection Control:
      Officers are to certify the inspection sheet and turn it into their Field Supervisor before leaving the center or by placing it in a designated basket.

4. 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 assigned to their vehicle; they should check to ensure they have all necessary supplies and document any equipment necessary to perform their duties, and they are to have their Personal Infection 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

   B. Supplies:
      3. Insurance Card
      4. Storage Case
      5. Windshield Check
      6. Animal Number
      7. Cat Cage
      8. Dog Tongs (Folding)
      9. Food
      10. Secure Bag
      11. Towels
      12. Water for food and water
      13. Food
      14. Vitamin of same container

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

   C. Personal Infection Equipment:
      Officers will be issued: two center poles; Cat tongs; a step ladder; budding gloves; employee ID card (issued by Pima County's Human Resources and a membership card. Bars and rubber gloves are optional equipment available at any time to all officers.

2. Cleaning of Vehicles:
   A. Vehicle shall be cleaned at the end of each shift by the Animal Care Officer who used the truck during that tour of duty. Clean shall be defined as:
      A. No blood, feces, hair, vomit, etc., in the truck bed.
      B. Officers shall conduct a check of all animal cages to ensure no animals are left on the vehicle.
      C. The vehicle shall be free of any trash such as empty containers, food containers, etc.
      D. No material shall be left on top of the dashboard.
      E. Windows and truck bumble will be clean.
      F. Personal gear will not be left in a truck after the officer of the gale has concluded his last tour of day.

6. Reducing Unnecessary Mileage Costs:
   At the beginning of each shift, assigned calls shall be prioritized, and no longer will be used to avoid travel costs. Officers will focus on call that most need to be attended to within their geographic area. Officers will focus on assigning the most urgent cases in their geographic area.

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

A Healthy Pima County
Every one. 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

**PIMA COUNTY HEALTH DEPARTMENT**

A Healthy Pima County
Every one. Every where. Every day.
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.
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<td>Responding to Calls</td>
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<tr>
<td>Roll Call</td>
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<tr>
<td>Time Cards E003</td>
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<td>Traps</td>
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<td>Uniform and Identification E004</td>
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<td>Vehicle Inspections</td>
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<tr>
<td>Vehicle Operations</td>
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<td>Vehicle Use</td>
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<td>Microsoft Word 9...</td>
<td>42 KB</td>
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</tbody>
</table>

A Healthy Pima County
Every one. Every where. Every day.
# PACC Data Summary

## Shelter

<table>
<thead>
<tr>
<th>Shelter</th>
<th>Dog</th>
<th>Cat</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Pets at Shelter at the Beginning of Month</td>
<td>306</td>
<td>158</td>
<td>464</td>
</tr>
<tr>
<td>Total Pets at Shelter at the End of the Month</td>
<td>254</td>
<td>117</td>
<td>371</td>
</tr>
<tr>
<td>Strays</td>
<td>494</td>
<td>123</td>
<td>617</td>
</tr>
<tr>
<td>Owner Surrender</td>
<td>124</td>
<td>217</td>
<td>341</td>
</tr>
<tr>
<td>Confiscate</td>
<td>65</td>
<td>15</td>
<td>80</td>
</tr>
<tr>
<td>Animals Returned</td>
<td>49</td>
<td>8</td>
<td>57</td>
</tr>
<tr>
<td>Animals Returned from Foster</td>
<td>19</td>
<td>37</td>
<td>51</td>
</tr>
<tr>
<td>Owner Requested Euthanasia</td>
<td>59</td>
<td>14</td>
<td>73</td>
</tr>
<tr>
<td>Quarantine</td>
<td>36</td>
<td>3</td>
<td>41</td>
</tr>
<tr>
<td>Transfer</td>
<td>4</td>
<td>6</td>
<td>10</td>
</tr>
<tr>
<td>Wildlife</td>
<td></td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Non-Live Intakes</td>
<td>105</td>
<td>56</td>
<td>163</td>
</tr>
<tr>
<td>Total Intakes</td>
<td>955</td>
<td>475</td>
<td>1,439</td>
</tr>
<tr>
<td>Total Live Intakes *<strong>(Dogs &amp; Cats)</strong></td>
<td>827</td>
<td>385</td>
<td>1,212</td>
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## Outcomes

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Dog</th>
<th>Cat</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>Adoptions at PACC</td>
<td>489</td>
<td>195</td>
<td>684</td>
</tr>
<tr>
<td>Adoption Offsite</td>
<td>18</td>
<td>86</td>
<td>111</td>
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<tr>
<td>Adoption to Rescue</td>
<td>46</td>
<td>53</td>
<td>99</td>
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<tr>
<td>Transfers to Other Agency</td>
<td>3</td>
<td>10</td>
<td>13</td>
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<tr>
<td>RTO</td>
<td>222</td>
<td>11</td>
<td>235</td>
</tr>
<tr>
<td>Euthanasia</td>
<td>140</td>
<td>33</td>
<td>175</td>
</tr>
<tr>
<td>Non-Live Outcome</td>
<td>9</td>
<td>8</td>
<td>17</td>
</tr>
<tr>
<td>Save Rate</td>
<td>88.62%</td>
<td>93.32%</td>
<td>89.97%</td>
</tr>
</tbody>
</table>

**Save Rate: Live Intakes - Non Live Outcome / Live Intakes - Owner Requested Euthanasia**
## PACC Data Summary

12/01/2016 to 12/31/2016

<table>
<thead>
<tr>
<th>Enforcement</th>
<th>Dog</th>
<th>Cat</th>
<th>Total</th>
<th>Dog</th>
<th>Cat</th>
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<tbody>
<tr>
<td>Number of Calls Taken</td>
<td>1,570</td>
<td>130</td>
<td>1,777</td>
<td>1,627</td>
<td>115</td>
<td>1,804</td>
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<tr>
<td>Number of Responses</td>
<td>1,314</td>
<td>142</td>
<td>1,517</td>
<td>1,667</td>
<td>146</td>
<td>1,878</td>
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<tr>
<td>Law Enforcement Responses</td>
<td>128</td>
<td>6</td>
<td>137</td>
<td>148</td>
<td>8</td>
<td>161</td>
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<tr>
<td>Cruelty/Neglect Calls</td>
<td>107</td>
<td>3</td>
<td>112</td>
<td>8</td>
<td>115</td>
<td>123</td>
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<tr>
<td>Bites</td>
<td>94</td>
<td>3</td>
<td>98</td>
<td>110</td>
<td>8</td>
<td>120</td>
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<tr>
<td>Strays</td>
<td>602</td>
<td>24</td>
<td>628</td>
<td>639</td>
<td>19</td>
<td>660</td>
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<tr>
<td>Calls Cancelled</td>
<td>313</td>
<td>7</td>
<td>324</td>
<td>348</td>
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<td>358</td>
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<table>
<thead>
<tr>
<th>Licensing</th>
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<tbody>
<tr>
<td>New Licenses</td>
<td>682</td>
<td></td>
<td>2,267</td>
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<tr>
<td>Renewals</td>
<td>3,681</td>
<td></td>
<td>4,657</td>
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<table>
<thead>
<tr>
<th>Development</th>
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<tr>
<td>*Not Including Friends of PACC</td>
<td></td>
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<table>
<thead>
<tr>
<th>Total Donations</th>
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<tr>
<td>Licensing Add-ons</td>
<td>$65,244.97</td>
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<td>Grants/Contracts</td>
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<tr>
<td>SI/N Procedure Performed</td>
<td>388</td>
<td>196</td>
<td>585</td>
<td>480</td>
<td>264</td>
<td>744</td>
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<tr>
<td>Special Procedures Performed</td>
<td>112</td>
<td>33</td>
<td>145</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Total Number of Treatments</td>
<td>5,424</td>
<td>2,005</td>
<td>7,431</td>
<td>6,592</td>
<td>2,884</td>
<td>9,476</td>
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<tr>
<td>Medication Administered</td>
<td>10,991</td>
<td>2,850</td>
<td>13,842</td>
<td>9,660</td>
<td>4,286</td>
<td>13,947</td>
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<tr>
<td>Active Volunteers</td>
<td>301</td>
<td></td>
<td>326</td>
<td></td>
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<tr>
<td>Total Hours of Service</td>
<td>4256</td>
<td></td>
<td>4424</td>
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<table>
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<tr>
<th>Community Cat</th>
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<tbody>
<tr>
<td>SI/N Via PACC</td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SI/N Public</td>
<td></td>
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</tbody>
</table>
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   810.003 - STRAY CAT
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   810.005 - EUTHANASIA REQUEST
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   900.009 - LOSS OF WATER
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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
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)
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:  EIGHTER:

(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]

(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(th)
**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 appointment 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)
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.

Pima County

Revised 7/7/96(kf)
Updated 12/20/13(tb)
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;
Interviews 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)
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.

Pima County

Revised 07/07/96(kf)
Updated 1/31/14(lsg)
**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 PRX 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.)
(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)
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)
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)
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.

Pima County

Revised 04/28/05(fn)
Updated 12/23/13(lsg)
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.
DESIRABLE 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(th)
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.

Pima County 12/3/13(tb)
Updated 12/23/13(lsg)
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 (lg)