



CITY OF TERRELL Job Description

Position Title:	Animal Services Manager
Department:	Neighborhood Services
Immediate Supervisor:	Director of Neighborhood Services
Pay Grade/FLSA Status:	18 / Exempt

Job Summary

Under the general direction of the Neighborhood Services Director or designee, the Animal Services Manager provides professional leadership and strategic management for the Animal Services division. This position is responsible for the efficient operation of the municipal animal shelter, budgetary oversight, personnel supervision, and ensuring all operations align with the Association of Shelter Veterinarians (ASV) Guidelines and applicable State of Texas laws. The Manager serves as a key liaison between the City, its residents, and regional animal welfare partners, promoting humane animal care, public safety, and community engagement.

Essential Functions

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

1. Oversee all aspects of humane animal care and shelter operations, including intake, behavior assessment, housing, enrichment, and animal placement through adoption, foster, rescue, or transfer.
2. Coordinate with veterinary clinics to ensure timely medical and surgical care; maintain accurate and complete medical and treatment records.
3. Maintain hands-on capability to administer medications, injections, and supplements; assess illness urgency and make critical decisions regarding emergency off-site veterinary care.
4. Direct the utilization and flow of shelter space to ensure a safe, sanitary, and low-stress environment for animals, staff, and volunteers.
5. Analyze the organizational, financial, operational, administrative, and public-relations impact of departmental decisions.
6. Establish measurable annual goals, benchmarks, and accountability measures, including live release rates, adoption outcomes, and community outreach initiatives.
7. Develop, implement, and maintain departmental Standard Operating Procedures (SOPs), emergency and disaster response plans, and standards of care in compliance with ASV Guidelines and State of Texas laws.
8. Monitor monthly expenditures against the approved budget; prepare financial reports and assist with annual budget development.
9. Supervise daily financial activities including payroll coordination, donation processing, account management, requisitions, and invoice approvals.

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11. Oversee procurement, inventory control, and maintenance of facilities, vehicles, equipment, and specialized tools required for animal services operations.
12. Provide data and narrative support for grant applications, fundraising initiatives, and resource development efforts.
13. Supervise, mentor, and evaluate staff and volunteers; provide coaching, training, and professional development to support high performance and morale.
14. Ensure workforce safety through training and enforcement of protocols related to animal handling, hazardous materials, equipment operation, and emergency procedures.
15. Exercise sound judgment in conflict resolution involving staff, volunteers, and the public; address citizen inquiries and complaints professionally and effectively.
16. Oversee public communications including the shelter website, social media platforms, and outreach materials to promote the City's mission and available animals.
17. Build and maintain collaborative partnerships with rescue organizations, foster networks, regional shelters, veterinarians, and governmental agencies.
18. Lead departmental response during animal-related emergencies, rabies cases, disaster events, or large-scale animal displacements.
19. Serve as the primary liaison for animal services matters, representing the department in interdepartmental meetings and City-wide planning efforts; prepare and present reports to City Council as required.
20. Perform other related duties as assigned.

Required Knowledge, Skills and Abilities

- Knowledge of animal shelter operations, animal welfare laws, and ASV Guidelines.
- Knowledge of animal handling, behavior assessment, and humane care standards.
- Knowledge of budgeting, financial controls, inventory management, and administrative procedures.
- Skill in supervising, training, motivating, and evaluating staff.
- Skill in resolving conflicts, communicating with the public, and maintaining strong customer service practices.
- Skill in maintaining accurate records, preparing reports, and developing policies and procedures.
- Ability to make sound decisions under pressure and evaluate the broader impacts of operational choices.
- Ability to collaborate with veterinary staff, rescue partners, stakeholders, and government officials.
- Ability to manage multiple priorities, meet deadlines, and maintain the integrity of shelter programs.
- Ability to work independently with limited supervision and exercise sound judgement.
- Ability to interpret and apply safety regulations and departmental procedures.

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- Ability to establish and maintain cooperative working relationships with staff and the public.
- Ability to respond promptly and effectively to emergency situations.
- Ability to uphold City values of respect, integrity, service, and excellence.
- Ability to adapt to changing work demands, schedules, and workloads.
- Ability to work a flexible schedule including early mornings, weekends and various days and hours as necessary.
- Ability to work weekends, respond to emergencies, and attend off-site training or continuing education as required.
- Maintain regular and punctual attendance.

Minimum Qualifications

Any equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities may be considered.

High School Diploma or GED required. Associate's or Bachelor's degree in business, veterinary, public services or related field preferred. Three (3) to five (5) years of experience in animal sheltering, animal control, customer service, or a related field, with a minimum of two (2) years of supervisory experience in an animal control, sheltering, or closely related operational environment required.

Licenses and /or Certifications

Valid Texas Class C Driver's License with acceptable driving record required.

Possession of or ability to obtain a Basic Animal Control Certification within six (6) months from date of hire.

Supervision Received and Exercised

Position works under the general supervision of the Neighborhood Services Director or Designee and exercises direct supervision over animal shelter field and office staff and department volunteers.

WORKING CONDITIONS

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position:

- Ability to lift, carry, push, or pull objects and animals of moderate to heavy weight.
- Ability to bend, stoop, kneel, climb, run, and safely restrain animals of varying size and temperament.
- Ability to sit or stand for prolonged periods and operate vehicles and equipment.

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Mental Demands

The mental demands described here are representative of those required to successfully perform the essential functions of this position:

- Must remain alert, attentive, and safety-focused at all times.
- Requires good judgment and quick decision-making.
- Manage multiple priorities, meet deadlines and respond effectively to emergencies.
- Effective communication skills for giving clear instructions, documenting work performed, and interacting with citizens, volunteers, elected officials and City staff.
- Maintain composure, patience, and professionalism when dealing with upset or frustrated customers, challenging conditions, or emergency situations.
- Responsible for and provides leadership and teamwork in ensuring safe and efficient shelter operations.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position:

- Work is performed in both indoor shelter and outdoor field environments.
- Regular exposure to animals, animal waste, cleaning chemicals, noise, odors, and potentially aggressive animals.
- Exposure to inclement weather, temperature extremes, slippery surfaces and uneven terrain.
- May require after-hours, weekend, holiday, and emergency response work.
- Work schedule may include after-hours, weekends, holidays, and emergency call-outs.
- Required to follow strict safety procedures and wear appropriate PPE at all times.
- Work is performed under general supervision but requires a high degree of self-motivation, accountability, and awareness to maintain a safe work environment for staff, volunteers and the public.

This job description is not necessarily an exhaustive or all-inclusive list of responsibilities, skills, duties, requirements, efforts, functions or working conditions associated with this position. This job description is not a contract of employment or a promise or guarantee of any specific terms or conditions of employment. The City of Terrell may add to, modify or delete any aspect of this job (or the position itself) at any time as it deems advisable.

Employee Signature

Date

Non-Discrimination Statement

The City of Terrell is an Equal Opportunity Employer. No person in the service of the City of Terrell or seeking admission thereto, shall be employed, promoted, demoted, transferred, discharged, or discriminated against because of political opinions or affiliations, or because of sex, sexual orientation, race, religion, physical ability, age (except where sex, age, or physical requirements constitute a bona fide occupational qualification necessary for proper and efficient functioning in the job) or any other non-merit factor.