


City of Alexandria, Virginia

MEMORANDUM

DATE: NOVEMBER 17, 2010
TO: THE HONORABLE MAYOR AND MEMBERS OF CITY COUNCIL
FROM: JAMES K. HARTMANN, CITY MANAGER 
SUBJECT: CONSIDERATION OF APPOINTMENT OF A CHIEF ANIMAL CONTROL OFFICER

ISSUE: Appointment of Chief Animal Control Officer for Alexandria

RECOMMENDATION: That City Council approve the appointment of Ms. Joy Wilson as chief animal control officer pursuant to City Code Section 5-7-44. which includes the requirement that Council appoint the City's chief animal control officer.

DISCUSSION: The City's Vola Lawson Animal Shelter has been operated under contract by the Animal Welfare League of Alexandria (AWLA) since 1989. The League also is responsible for the hiring and managing of five animal control officers and a chief animal control officer. who enforce City and state animal control laws in Alexandria. The City Code provides that "a chief animal control officer shall be appointed by city council and may be removed by council or the city manager." The League and the City have conducted the necessary background check and we recommend that Ms. Joy Wilson be appointed as director of animal control, the position which oversees the Animal Control Division of the League.

ATTACHMENTS:

Attachment 1: Resume of Joy Wilson
Attachment 2: Position Description

STAFF:

Michele Evans, Deputy City Manager
Martha Armstrong, AWLA Executive Director

Joy Lynn Wilson



Objective: Seek the Position of Director of Animal Control

Summary: Remarkably knowledgeable, efficient and reliable Animal Control Dispatch Supervisor, with over six years experience maintaining all functions of the Animal Control Dispatch office including, but not limited to supervising all Dispatchers, assisting the public with animal control complaints and emergencies, database upkeep, training staff and Dispatchers on Chameleon software and helping to maintain all license issues for the Jurisdiction.

Summary of Qualifications

- Virginia Animal Control Association Member Active 'til 12/2011
- National Animal Control Association Member Active 'til 12/2011
- Certified as a Chameleon Software Specialist
- Uncommon ability to be courteous and understanding of the public in the sensitive environment of animal control.
- Strong knowledge of Virginia Comprehensive Animal laws
- Strong track record of team-building among department staff
- Excellent ability to train Officers and Dispatchers on computer software and troubleshoot.
- Proven ability to read and write sufficiently and to understand and carry out complex instructions.
- Proven ability to multitask in a high stress environment.
- Strong ability to handle animals that are a danger or threat to the public.
- Proven ability to perform tasks without direct supervision.
- Excellent communication skills.
- Profound ability and willingness to work extra hours during a normal work week, weekends, and holidays.

Professional Experience

Animal Welfare League of Alexandria

8/2010- Present

Animal Control Manager

- Organize and assign daily activities relating to Animal Control
- Monitor and assist in preparation of department budget, revenues, and expenses, prepares special reports as required.
- Develops policies, procedures, and priorities to meet established goals.

- Develops supervisory and technical after-hours schedules and reviews work of Officers for completeness, accuracy, and compliance with departmental objectives.
- Acts as direct Liaison for Alexandria Police Department.
- Oversees City's rabies program within Shelter in accordance with Virginia Section 3.2-6529.
- Oversee and implement the Disaster Preparedness plan for both the shelter and the City.
- Point of contact for common inquiries or complaints from customers, regulatory agencies, or members of the business community.

Loudoun County Animal Care & Control

2008-2010

Lead Animal Control Dispatcher

- Train and supervise staff in the Dispatch Office and Chameleon software.
- Answer all incoming calls to the Department.
- Dispatch Animal Control Officers for complaints and emergencies as necessary.
- Dispatch animal related calls from Loudoun County Sheriff's Office.
- Process dog and Dangerous Dog licenses.
- Prepare and print out license renewal notices and maintain license database.
- Maintain reports for Chief ACO on call volume and call types.
- Assist ACOs with Dangerous Dog Registry for Virginia database.
- Perform other duties as assigned by Chief ACO.

Loudoun County Animal Care & Control

2004 – 2008

Customer Service/ Dispatcher

- Assisted public to adopt animals in animal shelter and maintain records of impounded and surrendered animals.
- Schedule vet appointments for adopters.
- Enter all necessary calls and animal information into database.
- Dispatch ACOs for complaints and emergencies as necessary.
- Answer questions for the public about policies and procedures, pet care, animal control ordinances.
- Process dog licenses.
- Maintain daily cash drawer log.
- Assist the Health Department with checking quarantine animals in and out of quarantine.

Loudoun County Animal Care & Control

2000 – 2004

Animal Care Technician

- Daily care and cleaning of animals housed at the shelter, from small birds to livestock.
- Administer medications and vaccines as needed.
- Maintain daily logs for all animals.
- Assist with adoptions and surrenders.
- Maintain lost and found reports.
- Perform euthanasia.

Marion DuPont Scott Equine Medical Center

Leesburg, Va.

1999-2000

Veterinary Technician/ Neonatal ICU

- Maintain accurate medical records for all patients in your care.
- Ability to accurately administer medications and fluids as prescribed by veterinarians on duty.
- Ability to run basic lab work for patients in house.
- Maintain accurate vital signs, and report condition to on call veterinarian.
- Assist with preparing patient for surgery and anesthesia.

Education

Wakefield High School

Arlington Virginia

Graduated 1987

Northern Virginia Community College

Alexandria, Virginia

1987 -1989

Certifications

Chameleon Software Specialist

April 2010

Bloodsports; Investigating Animal Fighting

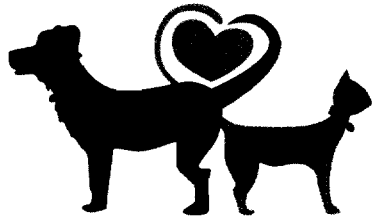
USDA, Bethesda, Maryland

October 2010

Chameleon Software Conference
April 2010

Virginia Animal Control Association Conference
October 2008
October 2005

National Animal Control Association Conference
May 2005



Animal Welfare League of Alexandria

POSITION DESCRIPTION

TITLE: Director of Animal Control **FLSA STATUS:** Exempt

DEPARTMENT: Animal Control **EFFECTIVE DATE:**

JOB SUMMARY: Responsible for the overall management of the Animal Control division of the League; investigating and resolving all animal complaints; making sure all hours of duty, on-call and regular hours, are covered at all times; providing strategic and tactical leadership; and ensuring that animals within the City of Alexandria are properly and humanely cared for as the law requires.

ORGANIZATIONAL RELATIONSHIPS:

This position is supervised by: Deputy Director/Chief of Staff
Executive Director

The position identified below report to this position: Animal Control Officers

ESSENTIAL FUNCTIONS OF THE JOB INCLUDE:

Administration:

1. Manage the Animal Control Department in an efficient and professional manner, and in compliance with League policies
 - a. Maintain and distribute timely, accurate and complete records and reports in the Chameleon database, as required by regulatory entities and the League
 - b. Ensure that departmental policies procedures, and guidelines are updated, in compliance with relevant regulations, responsive to League needs, and adhered to by Animal Control staff
 - c. Be able to create narrative and statistical monthly reports of departmental activities

- d. Ensure adherence to financial policies and procedures
 - i. Budget adherence
 - ii. Timely approval and submitting of departmental invoices
- 2. Ensure that animal control vehicles are properly maintained and supplied with all necessary equipment, inspections are current, and that vehicles and equipment are maintained in a sanitary manner
- 3. Develop and maintains AWLA emergency preparedness and readiness plans
- 4. Supervise, mentor, and evaluate Animal Control Officers on a daily basis and have regular staff meetings with staff
- 5. Keep up to date on state and federal laws regarding animal care and handling
- 6. Prepare schedules for officers to ensure proper coverage is obtained on a weekly and monthly basis and be fully responsible for making sure all hours of duty, on-call and regular hours, are covered at all times by a fellow officer or League trained employee. It is the responsibility of the Chief to have the correct staffing in place and to train appropriately, when the need occurs.
- 7. Work as a team player and along side the Deputy Director/Chief of Staff of the team and regularly inform the supervising Director of any issues or concerns the department has.

Animal Control:

- 1. Review all investigations in a prompt and efficient manner to assure that work has been completed
- 2. Approve closure of all cruelty complaints, ensuring that everything legally possible and prudent has been done to improve the quality of life for the animal involved, to alleviate its suffering, and the educate or take appropriate legal action with the animal's custodian
- 3. Inspect and issue and/or approve the inspection and issuance of all City and State regulated
 - a. Pet shops
 - b. Security dogs
 - c. Dangerous dogs
- 4. Humanely euthanize animals when necessary and provide for the training of Animal Control staff in the humane euthanasia of animals
- 5. Maintain a polite, professional, and informative demeanor for other staff members, veterinarians, police department officials, attorneys, representatives from other agencies, and the general public

Training:

- 1. Assist in the development of staff orientation and training materials as it pertains to Animal Control
- 2. Provide and monitor job-specific training for Animal Control
 - a. Animal emergency call training
 - b. Commonwealth of Virginia and municipal animal regulations
 - c. Veterinary protocols

- d. Statistical and legal reporting procedures, specifically Chameleon
- e. Departmental SOPs
- f. Animal care and behavior for a variety of companion animals
- 3. Attend all mandatory training and ensure that Animal Control staff attends training that complies with the State of Virginia's regulations regarding Animal Control Officer educational requirements, as well as learn all the capabilities and features of the Shelter database, Chameleon
- 4. Provide training to non-Animal Control staff
 - a. Basic animal control laws and regulations
 - b. Handling of calls regarding wildlife and domestic animals

OTHER DUTIES/FUNCTIONS:

- 1. Provide support to the League's team effort including, but not limited to:
 - a. Assist in keeping the Animal Control area neat and tidy
 - b. Communicate regularly with supervisors and other coworkers to ensure that they are aware of any issues pertinent to their areas of responsibility
 - c. Participate and attend in staff meetings to share ideas and suggestions for improving animal care and the quality of the organization as a whole
 - d. Other duties as assigned

POSITION SPECIFICATIONS:

- 1. Required:
 - a. Minimum of four years of law enforcement/animal control enforcement and/or managerial experience
 - b. Minimum of four years of working with animals in an animal shelter environment
 - c. Proven ability to handle multiple tasks in a busy workplace environment
 - d. Demonstrated knowledge of State and municipal codes and ordinances
 - e. Demonstrated knowledge of companion animal behavior
 - f. Demonstrated knowledge of humane capture techniques
 - g. Current Virginia state driver's license and insurable driving record
 - h. Ability to receive rabies prophylaxis
- 2. Desired
 - a. Proven ability to manage a department in a stressful and physically demanding environment
- 3. Education/Training
 - a. College degree, preferably in law enforcement or behavioral science. Equivalent work experience and a high school diploma will be considered
 - b. Current VA animal control officer certification or ability to become certified within two years

- c. Current state certification as a euthanasia technician or ability to become certified within six months
- d. Current certification in immobilization techniques or ability to become certified within six months

WORKING CONDITIONS:

- 1. Indoors in a high noise air-conditioned/heated building, outdoors at shelter, or at various locations depending on nature of emergencies
 - a. When on call situations may involve sometimes unsafe and uncomfortable conditions where exposure to environmental factors such as human or animal violence, disease, traffic, wetness, dust or equipment and machinery pose a risk of injury
- 2. Equipment use:
 - a. Includes use of PC, laser printer, copy machine, fax machine, telephone
- 3. Work hours:
 - a. Work hours will vary, and evening, weekend, and holiday hours will be required on a regular basis

MENTAL, PHYSICAL AND COMMUNICATION DEMANDS:

- 1. Regular exposure to animals, cleaning chemicals, fumes, dust, animal feces, bites, scratches
- 2. The employee must frequently lift and/or move up to 100 pounds.
- 3. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.
- 4. Regularly required to sustain a full 8-10 hour day of driving, walking, bending, and physical activity in the field.
- 5. Strong data entry skills and the ability to maintain accurate records in Chameleon
- 6. Requires working alone or with minimal supervision. Must be self motivated.
- 7. Requires patience and tact when working with difficult, emotional, or angry people.
- 8. Requires clear verbal communication over the telephone and intercom systems to internal and external individuals.
- 9. Requires treating people and animals in a pleasant, courteous and professional manner.

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related duties required by their supervisor. This document does not create an employment contract implied or otherwise, other than an “at-will” relationship.

APPROVED: _____
CHIEF OF STAFF/DEPUTY DIRECTOR
DATE

EXECUTIVE DIRECTOR
DATE

PLEASE SIGN: _____
POSITION'S INCUMBENT
DATE

Revised November 12, 2010



COA Contact Us: Appointment of Chief Animal Control Officer

william.euille, frank.fannon, kerry.donley,
Mark Williams to: alicia.hughes, delpepper, paulcsmedberg, rose.boyd,
jackie.henderson, elaine.scott, rob.krupicka,
linda.owens, elizabeth.jones

12/05/2010 01:03 PM

Please respond to Mark Williams

7
11-23-10

Time: [Sun Dec 05, 2010 13:03:16] Message ID: [26150]

Issue Type: Mayor, Vice Mayor, and Council Members
First Name: Mark
Last Name: Williams
Street Address: 100 Cameron Station Blvd
City: Alexandria
State: VA
Zip: 22304-7737
Phone: 202 531 5125
Email Address: markwilliams@yahoo.com
Subject: Appointment of Chief Animal Control Officer
I was deeply disappointed to see that the AWLA's position description did not even once mention anti-cruelty enforcement competency. The AWLA provides effectively no anti-cruelty prophylaxis to the City, and the job
Comments: description reflects a focus entirely on euthenasia, administration, and the collection of fees. The City is entitled to better.