

**Polk County Sheriff's Office Job Description**  
**1712 Office Manager - Animal Control**  
September 23, 2004, Revised October 1, 2009

**Position Concept:**

The Office Manager - Animal Control Section effectively and efficiently manages the administrative, operations, and clerical duties of the Section.

The most important and essential job function of the position is attitude which includes the following: interacting positively and cooperating with co-workers, responding politely to customers, working as a team member, functioning under intense time pressure and responding in a positive manner to supervision.

The Office Manager - Animal Control Section may perform other related duties and tasks, as required and shall have the physical, mental and emotional abilities to perform the essential job duties of the position.

**Essential Functions:**

- Manage Animal Control Support Unit
- Assist in hiring selection
- Maintain budget
- Assist with budget preparation
- Maintain integrity of records
- Prepare reports/forms/records
- Compose/construct procedures/directives
- Liaison with county court system
- Conduct training
- Conduct meetings
- Interact with other agencies
- Ensure integrity of files
- Maintain manuals
- Supervise office personnel
- Review/approve attendance records
- Prepare member evaluations
- Monitor training status
- Set goals/objectives
- Respond to inquiries
- Oversee security and maintenance
- Process citizen complaints
- Assist law enforcement and public
- Prepare purchase requisitions
- Testify in court
- Maintain professional training
- Oversee revenue reconciliation/deposits
- Distribute and explain rules/regulations
- Perform secretarial duties

**Education, Professional Certification or License:**

- Two (2) year degree from an accredited college or university
- Complete eighty (80) hour \*CJSTC approved Line Supervision course or equivalent
- Valid Florida driver's license
- Notary for the State of Florida
- Successful completion of an extended Animal Control training course as required under the Animal Control Enforcement Program

**Professional Experience:**

- Minimum of five (5) years clerical office experience to include one (1) year of supervisory experience is preferred
- Demonstrated proficiency of keyboarding 45 words per minute with no more than 5 errors
- Demonstrated proficiency in Microsoft Excel and Word, Windows and report writing software
- A comparable amount of training or experience may be substituted for minimum qualifications

**Status:**                       Civilian     Sworn     Certified

**Blood and Viral Pathogen Risk:**                       Minimal Risk                       Foreseeable Exposure

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**Environmental Conditions:**

- Work is performed in an office environment with normal levels of stress

**Required Skills and Knowledge:**

**Knowledge of:**

- PCSO policy and procedures
- All aspects of Animal Control Section
- Section needs and technology
- Civil process
- Court procedures
- Florida State Statutes
- Referral sources
- Other agencies
- County ordinances and violations
- Enforcement policy/procedures
- Software and hardware
- Notary laws
- Budgeting
- Resources
- Appropriate forms and documents
- Personnel and related equipment
- Training classes
- Office supplies
- Communication equipment
- Filing system
- Geographical area

**Ability to:**

- Operate a motor vehicle
- Operate office equipment
- Read and write English
- Provide exceptional customer service
- Comprehend
- Compose
- Reason logically
- Retrieve information
- Provide office equipment maintenance
- Provide general computer maintenance
- Work independently

**Skills:**

- Organizational
- Management
- Supervisory
- Computer
- Research
- Instructor
- Interpersonal
- Basic English grammar
- Keyboarding
- Decision-making
- Basic mathematical
- Alphabetizing
- Telephone
- Analytical
- Scheduling
- Records keeping
- Communication
- Political Awareness
- Public Relations

**Physical Requirements:**

- Walk
- Speak English understandably
- Sit for long periods
- Stand for long periods
- See at normal range or with accommodation
- Hear at normal level or with accommodation
- Manual Dexterity
- Ambulate Independently
- Mental alertness

For additional information on this position refer to the Job Task Analysis.