



214 South Love Lovington, NM 88260 | 575.396.2884

Animal Protective Services Senior Supervisory Officer

Position Description

Department:	Animal Protective Services
Position Type:	Probation per Policy / Classified
Job W/C:	0034
Hours/week:	Shifts may vary
Status:	Full Time

Reports to (title):	Animal Protective Services Director
Supervises:	Department Staff
Classification:	Non-Exempt
Effective Date:	September 23, 2026
Revised Date:	September 23, 2026

performance EXPECTATIONS

In performance of their respective tasks and duties, all employees of the City of Lovington are expected to conform to the following:

- Uphold all principles of confidentiality and respect for all colleagues to the fullest extent.
- Adhere to all professional and ethical behavior standards inherent to the Public Sector.
- Interact in an honest, trustworthy and dependable manner with all citizens and employees of the City of Lovington.
- Possess cultural awareness and sensitivity.
- Maintain a current, insurable driver's license.

POSITION PURPOSE

The Animal Protective Services Senior Supervisory Officer performs advanced-level animal control, enforcement, and public safety work while serving as the department's lead field and training authority. This position is responsible for the day-to-day operation of the Animal Control Department, including scheduling, field supervision, training and mentoring of Animal Protective Services Officers, and ensuring consistent, professional, and humane enforcement of city, county, and state animal control ordinances and laws. The Senior Animal Control Officer reports directly to the Animal Protective Services Department Director and acts on the Director's behalf in their absence.

essential Duties, functions & Responsibilities

- Supervise and coordinate daily operations of Animal Protective Services Officers, including scheduling, call assignment, work assignments, and equipment and vehicle readiness.
- Monitor officer performance. Provide input on hiring, discipline, and performance evaluations in coordination with the Director.
- Review officer reports, case files, and evidence for accuracy, completeness, and legal compliance.
- Train, coach, and evaluate officers on department procedures, safe animal handling, equipment use, ordinance enforcement, and customer service.
- Develop and deliver in-service and onboarding training. Maintain training records and track certifications for department staff.
- Act as Department Director in the Director's absence, exercising independent judgment on operational and personnel matters within established policy, excluding final hiring and termination decisions.
- Serve as lead field officer, responding to the most complex, sensitive, or high-risk calls, including dangerous animals, cruelty cases, and multi-agency incidents.
- Enforce city ordinances and state statutes on animal control, licensing, rabies control, cruelty, and dangerous or vicious animals. Issue citations, prepare cases, and testify in court.

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- Investigate bite reports, cruelty and neglect complaints, and dangerous animal cases. Coordinate quarantines with public health authorities.
- Capture, impound, transport, and humanely handle domestic and wild animals, including sick, injured, aggressive, or deceased animals, using approved equipment and techniques.
- Perform chemical immobilization and tranquilization of animals in accordance with certification and department policy.
- Perform humane euthanasia in accordance with state law and department policy. Maintain controlled substance logs and required certification.
- Perform animal intake procedures, including completing intake paperwork, weighing, administering vaccines and flea/tick treatment, photographing animals for networking and adoption postings, assigning kennels, and ensuring animals have clean food and water.
- Process owner surrenders and owner reclaims in accordance with department procedures.
- Assist veterinary staff on surgery days as needed, following completion of surgical assistant training.
- Coordinate with the Shelter Manager on shelter needs and assign officers to assist as needed.
- Coordinate with law enforcement, emergency services, and other agencies. Respond to after-hours, emergency, and disaster calls as required.
- Enforce workplace safety standards, including use of protective equipment and safe animal handling practices.
- Assist the Director in developing policies, SOPs, and budget recommendations. Recommend operational improvements.
- Maintain accurate records, incident reports, and case documentation. Prepare periodic activity and performance reports for the Director.
- Maintain and requisition equipment, vehicles, and supplies. Ensure vehicles, equipment, and work areas are kept safe and sanitary.
- ☒ Represent the department at community events, schools, and public meetings. Educate the public on responsible pet ownership and animal laws, and respond to inquiries and complaints.

qualifications

Experience:	Minimum of three (3) years of progressively responsible experience in animal control, animal welfare, or related law enforcement work, including at least one (1) year in a lead, training, or supervisory role.
Education:	• Minimum of three (3) to five (5) years of progressively responsible experience in animal control, animal welfare, or related law enforcement work, including experience training or mentoring staff.
	Licenses & Certifications: • Valid New Mexico driver's license with a driving record acceptable under City insurance standards. • Animal Control Officer certification recognized by the New Mexico Animal Sheltering Board (e.g., NACA Level I), or ability to obtain within 12 months of hire. • Animal Control Officer certification recognized by the New Mexico Animal Sheltering Board (e.g., NACA Level II), or ability to obtain within 30 months of hire. • Euthanasia Technician certification, or ability to obtain within 6 months of hire. • Chemical immobilization/tranquilizer certification, or ability to obtain within 12 months of hire. • Must complete department-provided surgical assistant training. • Must maintain all certifications, including required continuing education, as a condition of employment.
Mandatory Knowledge, Skills, Abilities and Other Qualifications:	• Thorough knowledge of animal control laws, ordinances, animal behavior, and humane handling techniques. • Knowledge of rabies control, quarantine procedures, and zoonotic disease prevention. • Skill in the safe use of animal control equipment (catch poles, tranquilizer equipment, traps, protective gear) and operation of animal control vehicles. • Ability to supervise, schedule, train, coach, and evaluate the performance of other officers. • Ability to exercise sound, independent judgment in emergency and high-stress situations, including work with dangerous or injured animals. • Strong written and verbal communication skills, including the ability to prepare clear reports and testify in court. • Ability to resolve conflicts and deliver a high level of customer service to the public.

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- Ability to establish effective working relationships with the public, city departments, law enforcement, and outside agencies.
- Working knowledge of shelter operations, recordkeeping, and basic budget/inventory practices.
- Willingness to learn and perform intake, owner surrender, and owner reclaim procedures.
- Proficiency with computers, standard office equipment, and records management software.

PREFERRED QUALIFICATIONS

- Bilingual in English and Spanish.
- Five (5) or more years of animal control experience.

WORK ENVIRONMENT

Work environment:	The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. • Work is performed in the field, in the animal shelter, and in an office setting, and field work takes place in all weather conditions. • Noise levels vary from moderate to loud, especially in kennel areas. • Regular exposure to animal bites and scratches, zoonotic disease risk, and hazardous or aggressive animals. • Exposure to animal waste, chemicals, and controlled substances used for euthanasia, immobilization, vaccination, and sanitation. • Personal protective equipment is required. • Must be available for on-call, after-hours, weekend, and holiday response as needed. • Occasional off-site attendance at training sessions, conferences, court proceedings, or meetings may be required.
Physical demands:	• The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. • Ability to lift and carry animals and equipment weighing up to 50 lbs., with assistance for heavier loads. • Ability to stand, walk, kneel, bend, and restrain animals for extended periods. • Manual dexterity to operate animal control and tranquilizer equipment, administer vaccines and injections, and assist with surgical procedures. • Frequent driving of animal control vehicles, including loading and unloading animals and equipment. • Vision and hearing sufficient for field work, radio and phone communication, report writing, and computer use.
Mental demands:	The employee must: • Make sound, independent decisions in emergency and high-stress situations • Supervise staff while managing competing priorities • Maintain accuracy in records and case documentation • Interact professionally with a wide variety of people, including the public, law enforcement, and outside agencies, on various and, at times, complicated issues The position involves emotionally demanding work, including euthanasia and cruelty and neglect investigations. It also requires maintaining strict confidentiality of case and personnel information.

Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.

Reviewed by		TITLE	
Approved by		TITLE	
Date posted		DATE HIRED	

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acknowledgment

I acknowledge and understand that:

- Receipt of this job description does not imply nor create a promise of employment or an employment contract of any kind, and my employment remains at-will.
- This job description provides a general summary of the position in which I am employed and identifies the essential functions of the position. I understand that if at any time I believe I may need a reasonable accommodation to perform the essential functions of my position, I am responsible for notifying my supervisor or Human Resources.
- This job description is intended to describe the general nature of the position and may be modified as business needs require, including changes to job duties, responsibilities, work schedules, work location, and work requirements.
- Acceptable job performance includes completion of assigned responsibilities and compliance with applicable company policies, procedures, rules, and expectations.
- I have had the opportunity to discuss any questions or concerns regarding this job description with my supervisor or Human Resources.
- I have read and understand this job description and acknowledge my responsibility to perform my duties in accordance with applicable company policies and procedures.

Printed Name: _____

Employee Signature: _____

Date: _____