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Animal Care Protection and Enforcement Supervisor

JOB CODE	JOB FAMILY	PROFILE
JCM129	**Animal Care Services**	**Animal Care Protection and Enforcement Supervisor**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$54,018.00 - $85,363.00**	**October 12, 2026**

The Animal Care Protection and Enforcement Supervisor oversees Animal Care Services Officers, oversees daily operations of the enforcement section, and ensures responsibilities are carried out in accordance with organizational policies and applicable laws. Addresses complaints and resolves problems. Coordinates assigned activities with other department sections, outside agencies, and the public.

Job Description

DUTIES AND RESPONSIBILITIES

- Supervises a team of union Animal Care Services Officers and dispatchers.
- Ensures equipment is properly maintained and in working condition.
- Distributes personnel based on call volume and operational needs.
- Ensures performance measures for response time are met.
- Provides coaching, counseling, evaluation, training, and mentoring to enforcement staff.
- Remains on-call by phone as required.
- Interviews and hire enforcement personnel.

- Administers discipline in accordance with the bargaining unit agreement.
- Posts bids per union contract and monitor for timeline compliance.
- Reviews officer paperwork, notices, investigative reports, daily logs, activities, and calls for service; meets with officers to correct as needed.
- Reviews all permit applications and inspections.
- Evaluates officer requests for criminal complaint filings and submits recommendations to the manager.
- Oversees investigations of difficult or complex criminal cases.
- Serves as department liaison and present information to other county departments, community groups, or internal staff.
- Ensures adherence to safe work practices by inspecting uniforms, ballistic vests, equipment, and vehicles.
- Tracks and monitors all court case filings.
- Monitors and tracks all enforcement holds on animals.
- Assists officers in the performance of their duties when necessary.
- Assists with the implementation of short- and long-term goals and objectives for the Enforcement Section.
- Assists in the development of Standard Operating Procedures (SOPs).
- Responds to questions and resolve concerns from citizens or interest groups related to enforcement functions.
- Serves as a liaison between partner organizations, administration, staff, and volunteers.
- Coordinates with all sections on enforcement and other assigned duties.
- Works with sections to ensure adequate support for animal transfers.
- Adheres to the Five Freedoms, NM Sheltering Standards, and all applicable local and state codes related to animal handling and care.
- Promotes humane awareness and responsible treatment of animals.
- Provides public information regarding department operations and programming.
- Maintains equipment inventory and request replacements as needed.
- Maintains statistical data on enforcement operations and prepare quarterly reports.
- Promotes education and resources; operate field programs to reduce animal intake.
- Collaborates with other sections to build relationships with schools, businesses, and community organizations to foster volunteer and community engagement.
- *The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.

MINIMUM QUALIFICATIONS

- Associate's degree in animal science, Criminal Justice, Social Work, Marketing, Communications, or a related field.
- Four (4) years of direct experience enforcing ordinances related to care, control, and impoundment of animals.
- One (1) year supervisory experience.
- Certification from the National Animal Care and Control Association or completion of other recognized animal care/control academies or cruelty investigation courses preferred.

*Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver’s license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.
- Employee must obtain New Mexico State euthanasia certification within six (6) months of hire and be able to perform euthanasia as required.
- This position may require shift work, including nights, weekends, and holidays.

WORKING CONDITIONS

- Duties are performed primarily indoors but may include outdoor work during field operations, supervision, or while handling animals. County vehicles may be used when duties are performed outdoors.
- Worker may be required to wear an OSHA-approved respirator.
- Indoor duties are typically performed in a temperature-controlled environment.
- Worker may be exposed to varying weather conditions while performing outdoor tasks.
- Indoor duties may be performed in office settings with carpeted or tiled flooring, or in kennel environments.
- Outdoor duties may be performed on surfaces that are even or uneven, wet or dry. Worker may also navigate stairs, natural ground, asphalt, concrete, snow, ice, or mud.

- Potential work hazards include vehicle use, stair navigation, exposure to extreme weather, and driving in adverse conditions.
- Worker may be exposed to animals, including aggressive animals; risks include bites, disease exposure, strong odors, animal dander, byproducts, and use of chemical agents.
- Worker may interact with members of the public who are aggressive or emotionally distressed.
- Worker may perform duties independently or as part of a team.
- Worker may be exposed to intermittent noise or vibration, especially while operating a county vehicle on unsurfaced roads.
- Worker may be required to be on-call, including evenings, weekends, and holidays.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment used may include computers, multi-line telephones, two-way radios, fax machines, photocopiers, animal handling tools, cameras, video/sound equipment, tents, and printers.
- Handles a variety of forms, documents, writing utensils, and standard office supplies during administrative duties.
- Uses industry-standard animal equipment, including tools for handling, restraint, and caging.
- Operates a county vehicle as needed.

Additional Description

This job profile is classified as safety-sensitive. Employees with safety-sensitive job profiles are subject to pre-employment, reasonable suspicion, post-accident, return-to-duty, and random drug & alcohol testing in accordance with the organization’s Drug and Alcohol Testing Policy.

Duties that require a Commercial Driver’s License (CDL), firearm(s) use, or are otherwise regulated under the Federal Aviation Administration (FAA), Federal Motor Carrier Safety Administration (FMCSA), or the Omnibus Transportation Employee Testing Act, are subject to all applicable federal drug and alcohol testing requirements. Employees in these federally regulated positions must comply with all DOT testing procedures, including enrollment in a DOT-compliant random testing pool.