

Class Concept

Veterinary Program Specialist I is the entry level of a three level classification series administered by the North Carolina Department of Agriculture and Consumer Services, Veterinary Division. Work is analytical and evaluative in nature but requires a technical background. Series work involves crafting and conducting reviews of counties, facilities, businesses, and providers who administer and deliver/execute various programs. Depending on the specialty area, programs might include but are not limited to: The National Poultry Improvement Plan (NPIP); The US Swine Health Improvement Plan (US SHIP); and The North Carolina Animal Welfare Act (§ 19A-20 et seq.) & applicable administrative code.

Investigate/Compliance/Resolution

Positions investigate complaints and emergencies, determine compliance with applicable program statutes, regulations, policies, procedures, quality standards, and identify deficiencies. Positions prepare corrective action plans, including the provision of technical assistance; recommend issuance, denial, or revocation of licenses and/or permits; and perform other activities designed to assure programs operate properly.

Program /Training

Positions may identify deficiencies and prepare corrective action plans potentially including the provision of technical assistance; recommend issuance, denial, or revocation of licenses and/or permits; investigate complaints and emergencies; and perform other activities designed to assure programs operate properly. This class may also be expected to participate in routine training to hone and keep sharp Veterinary Division specific knowledge/skills critical in the event of less routine animal emergency events.

Emergency Response

Positions in this class perform animal emergency preparedness, response, and management duties and are considered essential emergency workers. Given the NC Animal Welfare Act in combination with the federal Pet Evacuation and Transportation Standards (PETS) Act of 2006 (H.R. 3858 — 109th Congress) and the final authority of the state veterinarian for proper disposal of animal mortality within North Carolina (02 NCAC 52C .0102), this class series maintains the technical field expertise drawn upon during all natural disasters or disease events impacting animals in North Carolina.

In non-routine emergency response events, i.e. those requiring the institution of FEMA or USDA incident command structure (ICS), authority level may rise to the level of Team Leader or, on rare occasions, Group Supervisor within the FEMA, or USDA incident command structure, depending on the scale of the event. (Outbreaks involving multiple counties or premises require further gradation within the chain of command.)

Entry level positions are mentored and trained by fully qualified positions in this class. This allows decision making to progress from a clearly defined and established approach to a step-by-step approach, which may include innovation to achieve results. Scope of the position rarely passes beyond the individual participant/administrator/citizen level. Authority level is routinely limited to that of the individual contributor.

Recruitment Standards

Knowledge, Skills, and Abilities

- Basic knowledge of principles and/or techniques associated with husbandry, diagnostics, biosecurity, welfare, and euthanasia
- Basic knowledge industry/market structure relevant to the veterinary program(s) area requiring assignment
- Possess conflict resolution skills
- Ability to establish and maintain effective relationships with individuals of a wide range of backgrounds, socio-economic classes, and authority levels
- Ability to instruct/train audiences of a wide range of skill levels
- Ability to work independently or with a group in a team setting
- Possess effective verbal and written communication skills
- Ability to effectively utilize new communication tools

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.

- Possess creative thinking skills as it relates to programmatic issues

Minimum Education and Experience

Bachelor's degree from an appropriately accredited institution; or

High school or General Educational Development (GED) diploma and four years of experience related to the area of assignment; or an equivalent combination of education and experience.