



**Assistant Director
Animal Care & Services**

THE CITY

Known as the “Capital of Silicon Valley,” the City of San José plays a vital economic and cultural role anchoring the world’s leading region of innovation. Encompassing 178 square miles at the southern tip of the San Francisco Bay, San José is Northern California’s largest city and the 10th largest city in the nation. With more than one million residents, San José is one of the most diverse large cities in the US. San José’s transformation into a global innovation center has resulted in one of the largest concentrations of technology companies and expertise in the world, including major tech headquarters like Cisco, Adobe, Samsung, and eBay as well as startups and advanced manufacturing. San José’s quality of life is unsurpassed.

Surrounded by the Diablo and Santa Cruz Mountain ranges and enjoying an average of 300 days of sunshine a year, residents have easy access to the beaches along the coast including Santa Cruz, Monterey, and Carmel-by-the-Sea; Yosemite and Lake Tahoe in the Sierra Nevada; local and Napa Valley wine country, and the rich cultural and recreational life of the entire Bay region. San José has received accolades for its vibrant neighborhoods, healthy lifestyle, and diverse attractions from national media including Business Week and Money magazines.

The downtown area is home to high-rise residential projects, theaters, museums, and diverse entertainment attractions such as live music, live theater, cafes, restaurants, and nightclubs. Inquiring minds are served by the Tech Museum of Innovation, the San José Museum of Art, and many local galleries and venues. Nineteen public school districts and over 300 private and parochial schools provide residents with a range of educational choices. Universities in and near the city include San José State University, Santa Clara University, Stanford University, and three University of California campuses.

The San José area is powered by one of the most highly educated and productive populations in America. More than 40% of the workforce has a bachelor’s degree or higher, compared with 25% nationally, while 40% of San José residents are foreign born, and 50% speak a language other than English at home. San José is proud of its rich cultural diversity and global connections, and the essential role the City plays in connecting residents and businesses to the nation and the world.

In 2011, the City adopted [Envision San José 2040](#), a long-term growth plan that sets forth a vision and a comprehensive road map to guide the City’s anticipated growth through the year 2040. The Plan proactively directs significant anticipated growth in new homes and workplaces into transit-accessible, infill growth areas and supports evolution toward a more urban lifestyle.

CITY GOVERNMENT

The City of San José is a full-service Charter City and operates under a Council-Manager form of government. The City Council consists of 10 council members elected by district and a mayor elected at large. The City Manager, who reports to the Council, and the executive team provide strategic leadership that supports the policymaking role of the Mayor and the City Council and motivates and challenges the organization to deliver high quality services that meet the community’s needs. The City actively engages with the community through Council appointed boards and commissions. In addition to providing a full range of municipal services including police and fire, San José operates an airport, municipal water system, a regional wastewater treatment facility, over 209 neighborhood and regional parks, an accredited zoo, and a library system with 24 branches.

The City oversees convention, cultural, hospitality facilities that include the San José McEnery Convention Center, Center for the Performing Arts, California Theater, Mexican Heritage Plaza, and the SAP Center San José – home of the National Hockey League’s San José Sharks. City operations are supported by 6,592 positions and a total budget of \$4.5 billion for the 2021-2022 fiscal year. San José is dedicated to maintaining the highest fiscal integrity and earning high credit ratings to ensure the consistent delivery of quality services to the community. Extensive information regarding San José can be found on the City’s website at www.sanjoseca.gov.



Department of Public Works

The Department of Public Works is responsible for delivering capital improvement projects and oversight for a wide variety of City facilities and infrastructure, maintaining City facilities and fleet assets, facilitating and driving development activities, and providing animal care and services.

The Department is committed to high-quality service, partnering with the community, and providing an excellent environment in which to work. The Director of Animal Care & Services (ACS) reports to the Director of the Department of Public Works.



Animal Care & Services Division (ACS)

The primary objective of the Animal Care & Services Division (ACS) is to provide a welcoming and humane place for animals and those who care for them; to protect, educate, and serve the public; develop programs that improve the lives of people and animals; and create opportunities for our community and supporters to help us succeed. The ACS Division provides Animal Care & Services to approximately 1.2 Million residents in Santa Clara County which is approximately 64% of the human population.

ACS is responsible for sheltering, licensing, rabies compliance and providing field service and programs to domestic animals. ACS provides services to the City of San Jose, and the cities of Cupertino, Milpitas, Saratoga and the Town of Los Gatos under contract. The ACS Division is headed by a Director of Animal Care & Services who reports to the Director of Public Works. Reporting to the Director of ACS are two Division Managers and one Program Manager. The Program Manager oversees business operations, department administration, licensing and other responsibilities. One of the two Division Managers serves as the Medical Director and is the lead Veterinarian overseeing two full time Veterinarians, multiple part time veterinarians and other medical support staff. The other **Division Manager – the Assistant Director of Animal Care & Services (AD-ACS)** - is the focus of this recruitment.

The AD - ACS operates the shelter 24-7, 365 days per year. They will have at least two direct reports. One who oversees shelter operations and another who oversees field services. This is an important management position with leadership responsibility over a large passionate committed team (~ 45 total full time as well as several part time staff). Successful candidates will have **at least 6 years of Animal Shelter experience with at least 3 years at the management or supervisory level**. Direct experience in shelter operations is a higher priority than field services and dispatch at this time. Assuring the safety and security of all operations is a paramount responsibility.

Leadership Responsibilities & Administrative duties: This role will be responsible for managing to a budget, tracking and monitoring staff activities, holding volunteers, third parties, individuals and teams accountable, managing performance, assuring compliance with department, county and state standards on service delivery, building *esprit-de-corps*, balancing competing priorities with limited resources and cooperating with peers in the delivery of direct animal care and meeting the mission of the ACS Division. This is a role for a team builder, listener and hands-on leader capable of directing, managing, developing confidence, capabilities and coordination across a diverse population of employees, residents and stake holders.



THE POSITION & DUTIES – Assistant Director of ACS

The City of San José seeks an experienced shelter manager to lead the Animal Care & Services Division's Operations and Field Services & Dispatch functions. This Assistant Director will have at least two direct reports, who in turn direct and lead shelter coordinators and animal services officers who together coordinate numerous passionate and dedicated Animal Care Attendants, Field and Dispatch professionals, volunteers and community partners. Specifically, this manager will also lead the fostering and development of critical partnerships with our dedicated community of rescue partners, TNR (trap-neuter-return) community, non-profits and partner agencies. These partners are absolutely critical and essential to the successful operations of the shelter.

This is a job for someone who likes to lead and is strong in communications, supporting their team, setting goals, making adjustments and driving service levels to safely and securely meet and exceed expectations.

This role will manage ACS's Shelter Operations and Field Services and coordinate with Medical and Administration. There will be a focus on strengthening relationships with external partners who bear tremendous responsibility for our animals, including but not limited to rescue partners, TNR (trap-neuter-return) community, and non-profit partners. The AD will oversee the day-to-day operations of the shelter, ensuring communication flows smoothly between animal services staff, the medical team, animal control/field operations, and volunteers and deliberately work on developing a productive, safe and engaging culture.

This role will also coordinate as needed with the administrative team, which largely focuses on business management, animal licensing and other administrative activities of the shelter. It will drive continuous improvements with a strong focus on excellent customer service and best practices in animal welfare and care.

With a working title of "Assistant Director of Animal Care & Services," this position is classified as a Division Manager and communicates regularly with elected city, county and local elected officials, and numerous stakeholders and volunteers supporting the mission of the Department. This manager will have leadership and communications responsibilities exchanging information with staff and numerous parties to keep them informed on issues that have an impact on the Department and the City.

KEY RESPONSIBILITIES

- Ø Lead relationships with rescue partners, TNR (trap-neuter-return) community, non-profits and partner agencies.
- Ø Lead relationships with medical and administration teams.
- Ø Oversee shelter and field operations total results, coordinate and prioritize programs.
- Ø Monitor and manage Live Release Rates (LRR), developing and maintaining relationships with 3rd parties.
- Ø Track service delivery quality & timeliness while assuring safety and security.

THE IDEAL CANDIDATE

Ideal candidates will have experience and demonstrated success in animal shelter management. They will be aware of national standards of care and follow best practices encouraging innovation, pilot programs and a commitment to continuous improvement. They will demonstrate confidence, leadership, be sensitive, people centered and results oriented. They will be politically astute, and customer service driven. They will create an environment that creates a sense of belonging, assures safety and security, breeds trust and a culture of positive movement forward.

They will be able to quickly learn the City of San José's processes, systems, and priorities and become known as a key team player. They will champion Justice, Equity, Diversity, and inclusion (JEDI), inspire, and engage others as he/she/they bring about change. This person will have strategic agility, drive for results, demonstrate outstanding leadership skills, and enjoy collaborating with other City departments and elected officials of all political perspectives. They understand the importance of planning and execution to vigilance, agility and resilience (VAR) in complex organizations.

Candidates must have outstanding verbal and written communication skills with the ability to make direct and effective public presentations, and the ability to communicate potential impacts of changes in resources on service delivery to the City decision makers. They will have built a track record of success and a reputation for developing winning teams.

EDUCATION & EXPERIENCE REQUIREMENTS

Education: A bachelor's degree in a closely related field.

Experience: A minimum of six years of increasingly responsible experience at a senior level with administrative or analytic work in the animal services field, **including three years of supervisory experience.** Experience managing a work unit equivalent to an operating department is desirable.

Licenses: Possession of a valid State of California driver's license may be required.

Employment Eligibility: Federal law requires employees to provide verification of their eligibility to work in the US. Please be informed the City of San José will NOT sponsor, represent, or sign any documents related to visa applications/ transfers for H1-B or any other type of visa which requires an employer application.

COVID Policy: Pursuant to the City's COVID-19 Mandatory Vaccination and Testing Policy, all new hires must provide proof of COVID-19 vaccination as a condition of employment absent a documented medical and/or religious exemption.



BENEFITS & COMPENSATION

The salary range for the Assistant Director ACS position is \$112,792.886 - \$172,276.006. In addition to the starting salary, employees in this classification also receive an approximate five percent (5%) on-going non-pensionable pay. Actual salary is determined by the final candidate's qualifications and experience. The City provides an excellent array of benefits:

Retirement: Competitive defined benefit retirement plan with full reciprocity with CalPERS; defined contribution plan available as an option.

Health Insurance: The City contributes 85 percent towards the premium of the lowest cost non-deductible plan. There are several plan options.

Dental Insurance: The City contributes 100 percent of the premium of the lowest cost plan for dental coverage.

Personal Time: Vacation is accrued initially at the rate of three weeks per year with amounts increasing up to five weeks after 15 years of service. Executive Leave of 40 hours is granted annually and depending upon success in the Management Performance Program, could increase to up to 80 hours. Sick Leave is accrued at the rate of approximately 8 hours per month.

Holidays: The City observes 15 paid holidays annually.

Deferred Comp: The City offers a 457 Plan.

Flexible Spending Accounts: The City participates in Medical Reimbursement Programs and Dependent Care Assistance.

Insurance: The City provides a term life policy equal to two times annual salary. Long-term disability and AD&D plans are optional.

Employee Assistance Program: The City provides a comprehensive range of services through the EAP.



Visit the [City's benefits website](#) for more info.

APPLICATION PROCESS

Please send your resume with a cover letter outlining your interest in the role, your experience successfully managing animal shelter operations, field services and dispatch, your passion for delivery of animal care and services with specific examples, salary expectations, and describe your commitment to Justice, Equity, Diversity, and Inclusion (JEDI) within the government context to:

Matt.Sadinsky@prepintl.com

Qualified applicants will be contacted and scheduled for conversations.

PREP Intl and the City of San Jose are Equal Opportunity Employers who do not discriminate based on race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, employment, veteran status, or any other protected status. Qualified Women, Minorities, and Veterans are encouraged to apply.

