

MANAGER, ANIMAL CARE SERVICES

City of Long Beach, CA





THE COMMUNITY

Ideally located on the Pacific coast just south of Los Angeles and adjacent to Orange County, the City of Long Beach, California (population 485,000) is at once a Southern California seaside resort, an urban metropolis with a diverse economy, and a tapestry of small neighborhoods whose international cultures are woven into a tightly knit yet heterogeneous community.

Long Beach enjoys a quintessential Southern California climate that makes its abundance of cultural and recreational options appealing throughout the year. It boasts six miles of beaches and numerous beautiful parks and open spaces, as well as The Long Beach Convention Center, Aquarium of the Pacific, Queen Mary, and the annual IndyCar Toyota Grand Prix of Long Beach. Along with a variety of other attractions that include two historic ranchos, three marinas, and five golf courses, the City's many offerings help to draw 5.5 million visitors every year.

The community's economy is further supported by a wide variety of industries including education, health and social services, manufacturing, retail trade, and professional services, among others. The City is a hotbed for startup activity, education and ingenuity. Also located within the City are Long Beach City College and California State University, Long Beach, which has repeatedly been named a "Best Value College" in the nation by Kiplinger. Serving the K-12 student population, the Long Beach Unified School District consistently attracts international recognition for increasing student achievement and public education best practices and consistently ranks among the Top 10 urban school districts in the country in a variety of reports and rating systems.

Committed to using technology to help deliver the best possible services, Long Beach has been named among the Top 10 "Digital City" in America for seven consecutive years. The seventh largest city in California and one of the most diverse in the country, Long Beach offers its residents and visitors all the amenities of a large metropolis while maintaining a strong sense of community and cohesiveness throughout a wide variety of unique and desirable neighborhoods. Long Beach is known for being bike-friendly and has been ranked the 10th most walkable city in the nation in both 2016 and 2017.

For more information about the City of Long Beach, please visit their website at www.longbeach.gov

THE DEPARTMENT AND BUREAU

The Department of Parks, Recreation and Marine is an award-winning department with approximately 440 full-time equivalent budgeted positions and an FY18 budget of approximately \$58 million. The Department has five Bureaus including: Business Operations, Community Recreation Services, Maintenance Operations, Marine, and Animal Care Services. These Bureaus oversee approximately 170 parks, three public pools, beaches, marinas, golf courses, sports fields, and community centers, serving a population of approximately 485,000 residents.

Among other important responsibilities, Long Beach Animal Care Services (ACS) provides rabies control and prevention, investigates and responds to reports of injuries due to animal bites, enforces animal related ordinances and laws and provides temporary shelter and medical care for lost, owned, or stray animals and opportunities for adoption for these animals.

Through the implementation of progressive programs, increased community outreach and volunteers and investments in adoption and rescue efforts, ACS has improved from a live release rate under 50% to over 80% in the last five years. The Bureau has developed strong partnerships with local animal rescue groups and has increased animal adoption opportunities. In July 2018, the Mayor seated the Animal Care Visioning Task Force, an appointed team of community members who will work closely with the City and ACS to help with updating the ACS Mission and Vision, as well as participate in the creation of a long-range strategic plan. The creation of a new Mission/Vision statement and strategic plan were recommendations from a recent 2017 City Auditor Review of Animal Care operations.

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The Bureau has approximately 60 staff and annually handles over 28,000 calls for field service and over 8,000 live animals. The Bureau provides this service in the City of Long Beach and four (4) contract cities. The ACS Bureau has a long-standing partnership with the Society for Prevention of Cruelty to Animals - Los Angeles (spcaLA). ACS shares the shelter and administration offices with the spcaLA and works in partnership to provide a full service pet ownership "village" that includes adoptions, education, training, grooming and boarding facilities and a marketplace with pet food and supplies.

THE POSITION

The Bureau Manager of ACS will be responsible for directing the implementation of a progressive strategic plan of animal care programs, processes and guidelines. The incumbent will develop strategies to guide the department through economic, regulatory and legislative challenges, including the utilization of existing resources as investments to meet the future needs of the Bureau. The incumbent will also implement financial strategies for estimating, forecasting, and anticipating trends, analyzing alternate revenue options and aligning monetary resources.

The primary responsibilities of this position may include, but are not limited to, the following:

- Manage and supervise the operation and maintenance of the City's Animal Care Services bureau;
- Establish and foster collaborative, effective working relationships with contract cities, local and state government entities, animal rescue groups, community groups and other stakeholders and/or non-profit organizations;
- Ensure a humane and efficient flow of animals through the shelter system, including proactive procedural analysis, thorough and accurate electronic records and minimal length of stays;
- Develop and promote education programs that increase awareness and community participation in responsible pet ownership, animal adoption, animal care, and safety;
- Develop detailed plans for all aspects of the organization to minimize disruptions for an efficient and organized process through an evolving climate;
- Develop and implement recommendations to increase the effectiveness of the volunteer program; and
- Negotiate and manage contracts and grants required for the daily operations of the Animal Shelter in the City of Long Beach and contract cities.

THE IDEAL CANDIDATE

The ideal candidate will be a service-oriented and diplomatic animal care professional with experience in operations and administration. He/She will lead the Bureau in striving for process efficiency while tempering the intense and emotional work environment with a calm sense of direction and vision.

The top priorities of the next Manager will be:

- **Strategic Planning** - In December 2017, the City Auditor conducted an operational review of the Department. The new Manager will guide the implementation of the Auditor's recommendations and create new strategic plan for the Bureau.
- **Community Relations** - Work collaboratively with the active community and stakeholder groups. Assist the Director of Parks, Recreation and Marine in working with the new Animal Care Visioning Task Force. Continue to foster partnerships with other organizations and groups.
- **Operations** - Build on the systems improvements already in place. Continue to manage the work flow and facility operations.

The ideal candidate will be a leader who can steer his/her team through rewarding but tough challenges with a supportive environment. The selected candidate will bring his/her technical expertise to the Bureau and use his/her outstanding communication skills in relaying information to the public, the Animal Care Visioning Task Force and other groups. Lastly, the new Manager will have the desire to continue to improve programs, processes and relationships. The successful candidate will be someone with a candid and honest style who is comfortable addressing sensitive and problematic issues.

Education, Certifications and Experience

- Graduation from an accredited four year college or university with major course work in Animal Care, Veterinary Technology, Business or Public Administration, Public Safety, Social Services or related field; and a minimum of 4 years experience in a business management position within an operational or service-oriented environment, two years of which include supervising a multi-faceted operational program or related environment; or any equivalent combination of education, training and experience; animal handling experience is highly desirable.
- Experience in a municipal setting is preferred. An advanced degree in business or public administration is highly desirable.
- A valid class C California Driver's license.

The successful candidate should possess the following:

- Ability to manage complex annual budgets, including revenue projections and expenditure control;
- Ability to provide leadership and management to protect public health and promote animal welfare, along with ensuring proper staffing, coaching, mentoring and building morale;
- Ability to interpret legal statutes, codes, and ordinances related to animal control and to research and enforce state, county, and municipal laws and ordinances;
- Ability to analyze complex performance and operational data, including strategic and succession planning;
- Ability to anticipate opportunities and challenges and effectively manage the emotional aspect of work and leading a team in an animal shelter environment in a positive and professional manner;
- Ability to communicate effectively with a wide range of people including, residents, community groups, rescue and advocacy groups, City management, Elected Officials and other stakeholders.

Candidates with animal care experience from across the nation are encouraged to apply.

COMPENSATION

The salary range for this position is \$110,000 to \$150,000 annually. Placement in the range will depend on qualifications. The City's compensation package also encompasses an attractive benefits package that includes:

- **Retirement** – City offers CalPERS with a benefit of 2.5% @ 55 for Classic members or 2% at 62 for new members as defined by PEPR, subject to the limitations set by PERS. Employee pays the employee portion. The City also participates in Social Security.
- **Vacation** – Twelve (12) days after one year of service; 15 days after 4.5 years of service; 20 days after 19.5 years of service.
- **Executive Leave** – Forty (40) hours per year.
- **Sick Leave** – One day earned per month; unlimited accumulation; conversion upon retirement to cash credit toward health and/or dental insurance premiums, or to pension credits.
- **Holidays** – Nine designated holidays per year, plus four personal holidays to be used at the employee's discretion.
- **Transportation Allowance**
- **Health and Dental Insurance** – The City offers an HMO and PPO option for health and dental insurance coverage. The City pays major portion of the premium for employee and dependents depending on the health/dental plan selected.
- **Life Insurance** – City-paid term life insurance policy equal to three times annual salary to a maximum of \$500,000.
- **Disability** – City-paid short-term and long-term disability insurance.
- **Flexible Spending Account** – Optional election for employees to reduce taxable income for payment of allowable childcare or medical expenses.
- **Management Physical** – Annual City-paid physical examination.
- **Deferred Compensation 457(b) Plan** – Optional for employee contribution to a supplementary retirement savings program available through ICMA Retirement Corporation.
- **Technology Allowance** – Monthly stipend.

HOW TO APPLY

Please apply **on-line** by **September 14, 2018** at www.allianceRC.com. For questions and inquiries, please contact:

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