

Deputy Director of Operations – Animal Services



The County of Riverside's Department of Animal Services is seeking a progressive and agile leader to serve as its Deputy Director of Operations in a department with a vision for promoting an environment of responsible pet ownership through animal welfare initiatives, community outreach, and humane education in a culture of compassion, creativity, and integrity. This is a unique opportunity for a creative, strategic and politically astute leader with a broad animal services and management background to have a meaningful impact in this thriving county. Reporting directly to the Director of Animal Services, the ideal candidate is a strategic thinker, capable of program implementation through teamwork and collaboration, and the ability to communicate effectively with people from all walks of life.



COUNTY OF RIVERSIDE GOVERNMENT

Guided by a [strategic vision](#) created to provide and enhance needed services into 2030 and beyond, the County is progressive and proactive. Riverside County government recognizes the value of a qualified and diverse workforce, making it a priority to build an organization that reflects the vibrant community it serves. The County's leadership consists of five members of the Board of Supervisors who serve as both the legislative and executive branches of the County government. They are elected by district, on a non-partisan basis, to four-year staggered terms. The Board Appointed County Executive Officer oversees the day-to-day activities of the County's agencies and departments. The County's core business includes law enforcement, prosecution, probation, parks, community development, public works, public health, public social services, the County hospital, fire, housing, and employment and administrative services. Riverside County has over 21,000 employees across over 40 departments and agencies.

To learn more about the County of Riverside, go to: <https://www.countyofriverside.us/>

ABOUT THE COUNTY OF RIVERSIDE

With rivers, mountain peaks, deserts and fertile valleys, Riverside County offers diversity that few locations can match. More than two million people live in Riverside County, taking advantage of affordable housing, a multi-faceted environment of rolling hills, lakes, rivers, deserts, forests, the Wine Country near Temecula and resorts. It has been one of the nation's fastest-growing counties for more than a decade.

California's fourth largest county by population is expanding its economy, working to make Riverside County as business-friendly as possible and using health and recreations strategies to make the County a healthier place for residents. Each year, millions visit the County to take advantage of the glorious desert winter, attend the Riverside County Fair and National Date Festival, the Balloon and Wine Festival, the Palm Springs International Film Festival, the Coachella and Stagecoach mega-concerts, Festival of Lights, the Paribas Open at the Indian Wells Tennis Center and the Humana Challenge, the golf tournament formerly known as the Bob Hope Classic. All those, combined with a rich cultural heritage and frontier history, make Riverside County a great place live, work or visit. The County's housing market continues to be among the most affordable in Southern California. Higher education institutions are abundant throughout the area, providing continuous educational opportunities for professional development.

THE DEPARTMENT OF ANIMAL SERVICES

With a vision for promoting an environment of responsible pet ownership and to support the human-animal bond through animal welfare initiatives, community outreach, and humane education in a culture of compassion, creativity, and integrity, the Department of Animal Services (DAS) includes several divisions: Field Services, Shelter Services and Customer Care.

These operational groups together service up to 19 different contracted cities and the unincorporated areas of Riverside County. The dedicated members of DAS strive to meet the highest standards. Animal Shelters provide a safe haven for animals, and function as the center of the community's animal care and control programs. Animals sheltered at the facilities include dogs, cats, horses, livestock, rabbits, and "pocket pets" including guinea pigs, hamsters, and reptiles. In addition to caring for the animals, DAS shelters provide educational programs, spay and neuter, adoption, licensing, and euthanasia services.

Field Services Division: This division includes animal control officers directly involved with critical public safety and enforcement matters, animal rescues, and education in the community. Officers investigate animal cruelty and neglect and follow through with submitting cases to the District Attorney's office for successful prosecution.

Shelter Services Division: Employees in this division provide a safe and clean haven for animals and support the animals 5 Freedoms and assist with animal placements and interact with partner organizations. Dogs and cats make up the largest population of shelter animals, but team members also care for livestock and "pocket pets," such as guinea pigs, hamsters, tortoises, and reptiles.



MISSION STATEMENT:
*Working together to improve
Riverside County for people and animals.*

Customer Care Services Division: The County's shelters and communities are busy hubs and require key staffers to handle education, outreach, prevention services, and support to patrons seeking dog license renewals, adoptions, foster care, community cat issues, stray and owner surrenders, responsible pet care needs, etc.

THE POSITION

The Deputy Director of Operations manages and oversees animal sheltering and field services operations as well as general administration of shelter and field programs for the Department of Animal Services. The position also participates in establishing and implementing agency program policies, procedures, and priorities that align with the department's progressive animal welfare approach and oversees budget and staff. Reporting to the Animal Services Director, the incumbent serves in an at will capacity.

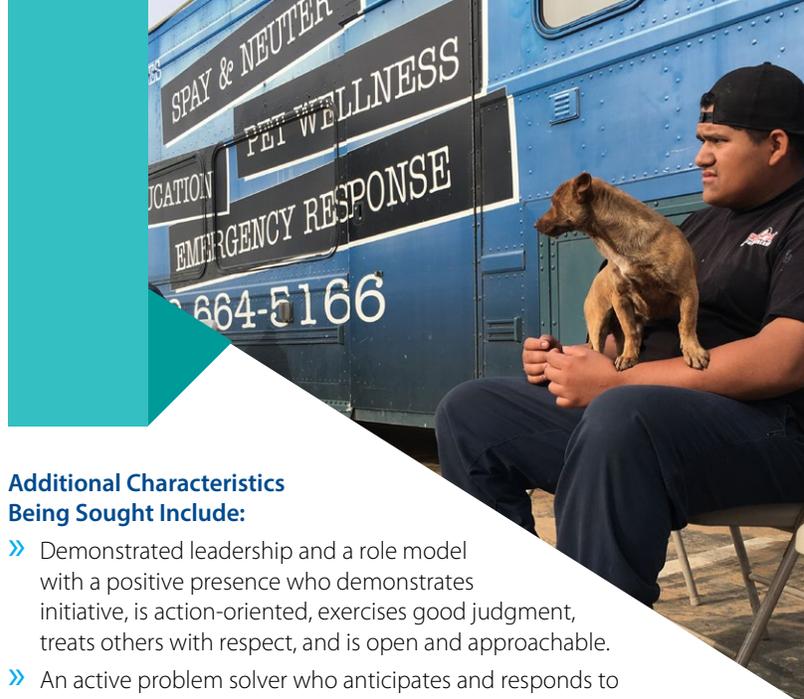
In addition to directing operations and providing management direction for staff activities, programs, and services for animal services facilities countywide, the Deputy Director of Operations will also work to ensure high quality customer service through promoting positive relationships with the general public and volunteers as well as guaranteeing frontline customer care initiatives and services are focused on preventative and proactive programming. The Deputy Director will also work directly with the Chief Veterinarian to ensure that the health and behavior needs of each animal are met and that Riverside County Department of Animal Services meets the five freedoms for all animals in the department's care.

Further, the position develops, directs, and coordinates new service program initiatives that are responsive to the changing and emerging needs of the community; identifies problem areas and develops resolution and enhancements to operational challenges; monitors, evaluates and recommends methods for improving the efficiency of services provided; creates strategic plans and budget goals for divisions; and represents the department at outside meetings, liaison with other organizations, and contracts and vendors; speaks publicly about animal welfare and Department of Animal Services programs.

CHARACTERISTICS OF THE IDEAL CANDIDATE

The ideal candidate will be a highly skilled, dynamic, insightful manager with a solid understanding of current animal service principles and practices specifically within a progressive animal welfare environment. The Department is seeking a creative and out of the box thinker with eyes on the big picture who can coordinate and manage a program from its creation to implementation and beyond.

The Deputy Director must be able to manage people and the creative process with inspiration, show capacity to multi-task and manage a diverse array of activities, programs, and people, while leading with diplomacy, inclusive communication, and positive motivational leadership. A diverse background in a variety of areas, such as human resources, budgeting, medical services, and administration, will serve the incumbent well.



Additional Characteristics Being Sought Include:

- » Demonstrated leadership and a role model with a positive presence who demonstrates initiative, is action-oriented, exercises good judgment, treats others with respect, and is open and approachable.
- » An active problem solver who anticipates and responds to problems in a timely manner, develops alternative solutions, and is able to bring resolution to issues quickly, involving others as needed.
- » A relationship builder who cultivates productive relationships with the Board and other elected officials, the DAS executive team, external agencies, staff and organized labor, and the general public.
- » An outstanding manager of people who provides guidance and professional support to staff, offers regular feedback to employees, and serves as a mentor in providing training and growth opportunities.
- » An excellent strategist; able to make and stand by difficult decisions and articulate those to key stakeholders and the community at large.
- » An experienced, customer service-oriented manager with a track record of providing outstanding service to internal and external customers.
- » Experience motivating a team to high performance, collaboration, and embracing innovative ideas.
- » An excellent communicator with strong interpersonal skills willing to listen and able to build trust and credibility with a high degree of integrity and ethical conduct.

Qualifications

- » Graduation from an accredited college or university with a Bachelor's degree in social science, behavioral science, business, public administration, animal related field or a closely related field to the assignment. (Additional qualifying experience may substitute for the required education on the basis of 30 semester or 45 quarter units equaling one year of full-time experience.)
- » 5 years in a managerial, administrative, supervisory, or staff capacity assigned primary responsibility for analysis and problem resolution recommendations related to organization operations, procedures, programs, budget, and/or personnel in a governmental agency. This experience must have included gathering information from a variety of sources, performing basic statistical analysis, and writing reports of a standardized nature.
- » 4 years of supervisory experience working in Animal Sheltering, Animal Control, Animal Welfare or closely related field.
- » Ability to lead and motivate groups of individuals, internally and externally. Able to effectively manage a large staff, multiple deadlines and time constraints. Must be able to work a flexible schedule.

COMPENSATION AND BENEFITS

The annual salary range for the Animal Services Director is **\$85,837 - \$144,841**. Placement within the salary range will be based on the selected candidate's experience and qualifications.

In addition to a competitive salary, the County offers an excellent benefits package that includes:

- » **MEDICAL & DENTAL INSURANCE**– A flexible benefit up to \$823 monthly is provided toward the cost of medical and dental benefits. Vision is provided at no cost to employee or eligible dependents.
- » **RETIREMENT**– A retirement plan is offered through the California Public Employees' Retirement System (CalPERS). Benefit at age 62 is 2%* of the highest 36-month period of earnings times years of service.
Note: Reciprocity may exist with other public retirement systems in California, please see the CalPERS website for additional information: <https://www.calpers.ca.gov/docs/forms-publications/change-retirement-systems.pdf>
- » **DEFERRED COMPENSATION**– Two voluntary deferred compensation 457(b) plans are available.
- » **SUPPLEMENTAL RETIREMENT**– County contribution of \$50 per pay period towards 401(a) plan.
- » **LONG TERM DISABILITY (LTD)**– Benefit amount is 66.67% of the first \$15,000 of pre-disability earnings. A 30-day waiting period. The benefit can be coordinated with other available leave balances to provide up to 100% of pay.
- » **ANNUAL LEAVE**– Biweekly Annual Leave Accrual earnings of 1 - 3 years = 8.92 hours; 4 - 9 years = 10.46 hours; 10 or more years = 12 hours.
- » **HOLIDAYS**– Normally 12 paid holidays per year.
- » **LIFE INSURANCE**– \$50,000 term life coverage is paid by the County. Additional Supplemental Life Insurance is available for purchase.
- » **BEREAVEMENT LEAVE**– Five days (three days are County paid, with two additional days that can be taken through the use of accrued leave balances).

Additional information can be found on the County's Human Resources website page: www.rc-hr.com



APPLICATION PROCESS AND RECRUITMENT SCHEDULE

This is a continuous recruitment. This position will remain posted until filled and applications will be reviewed in the order received. For earliest consideration, apply now. To be considered for this exceptional career opportunity, please submit your resume that reflects the years **and** months of employment and positions held as well as relevant work experience, a cover letter, and work-related references (who will **not** be contacted in the early stages of the recruitment.)

To apply, please visit governmentjobs.com/careers/riverside/

COUNTY OF RIVERSIDE
COUNTY ADMINISTRATIVE CENTER