

# CITY OF HAMILTON

**LAST REVISION – AUGUST 2023**

**PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT**

**(MUNICIPAL LAW ENFORCEMENT - PARKING & BY-LAW SERVICES DIVISION – ANIMAL SERVICES –**

**LOCATION – 247 DARTNALL ROAD)**

## **MANAGER, ANIMAL SERVICES**

### **OVERVIEW**

Reporting to the Director, Licensing & Bylaw Enforcement, provides strategic leadership, through subordinate management, to a multi-functional workforce engaged in delivery of animal control services to the public. Recommends policies and long range service delivery strategies to meet mandated goals, objectives and legislative requirements.

The Animal Services Section is responsible for the delivery of services in the following areas:

- Animal Rescue and Pound Keeping
- Animal Control Enforcement
- Dog Licensing and Administration

Accountable for establishing and achieving Sectional goals and objectives through the effective and efficient use of financial and staff resources. Uses a “best practices” approach in developing and delivering quality services in a timely and cost effective manner. Instills a customer service focus in the Section.

Evaluates and reports on the Section’s service, financial, administrative and staff performance against internal and external benchmarks. Designs and implements strategies to improve effectiveness and efficiency. Sets above average standards and leads by example.

Possesses a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment and staff development and are results oriented.

Possesses a high level of personal integrity and is an excellent communicator.

### **GENERAL DUTIES (INCLUDING BUT NOT LIMITED TO)**

Participates in strategic planning/direction of the Division as a whole.

Establishes and achieves Sectional goals and objectives through the effective and efficient use of financial and staff resources.

Ensures compliance with Federal and Provincial Statutes and Municipal By-laws.

Leads an effective Section team, by providing coaching and advice to subordinate supervisors.

Develops, monitors and manages annual operating and capital budgets.

Implements customer service initiatives and creates and promotes a customer focused culture.

Responds to legislative amendments and/or Corporate, community, Provincial or Federal proposals for service initiatives, changes or enhancements.

Provides professional consultation and advice, including verbal and written reports, to Committees/Council.

Prepares work schedules, assigns duties to staff, establishes priorities, conducts staff hiring, monitors and evaluates staff performance, disciplines and trains staff, as well as assists in developing staff to their full potential.

Directs/manages the general administration and maximizes utilization of section resources by monitoring, developing and recommending current and new policies and procedures.

Stays abreast of all new and revised regulatory requirements. Liaises with various industry professionals as well as legal counsel, and staff of other levels of government.

Appears in court to represent the City for prosecutions.

Performs other duties as assigned which are directly related to the responsibilities of the position.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

**QUALIFICATIONS**

1. Demonstrated experience related to managing municipal animal control operations, normally acquired by a Community College Diploma or a University Degree with progressive experience or an equivalent combination of education and relevant work experience.
2. Highly developed analytical and business planning skills with a proven track record for long term visioning and big picture thinking.
3. Highly developed ability to lead and inspire others, as well as demonstrated experience and skills in facilitation, communication, interpersonal and organizational skills in a predominantly unionized environment.
4. Demonstrated experience in effectively managing a multi-disciplinary staff in a results oriented environment.
5. Experienced in delivering customer focused programs and services.
6. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
7. Thorough knowledge and understanding of statutes, regulations and by-laws affecting the Section.
8. Experience in a computerized environment. Working knowledge of Microsoft Applications (Word, Excel, Outlook, PowerPoint, and networked client/server database management system).
9. Proven ability to effectively negotiate complex agreements and excellent facilitation skills in order to build consensus.
10. Possess a high level of personal integrity and are an excellent communicator.
11. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.

**SALARY:**

**Salary Grade 8**

\$ per annum

**HOURS:**

35 per week

**NOTE 1:**

As a condition of employment, the successful applicant(s) will be required to obtain a Criminal Reference Check (Vulnerable Sector Screening), at their own expense, prior to beginning work in this position.

**THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.**

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