

**ANIMAL CARE AND SERVICES
DEPARTMENT OF PUBLIC WORKS
DEPUTY DIRECTOR RECRUITMENT**



DEPUTY DIRECTOR, PUBLIC WORKS ANIMAL CARE AND SERVICES

City of San José, CA



THE OPPORTUNITY

A national search is underway to attract a strategic leader and creative problem solver to serve as the City of San José's next Deputy Director of Animal Care and Services (ACS). This is an incredible opportunity for a collaborative leader who will plan, organize and direct the overall management, administration, operation and maintenance of ACS activities, facilities, equipment, budget, policies, and procedures.

THE CITY OF SAN JOSÉ

Known as the "Capital of Silicon Valley," the City of San José plays a vital economic and cultural role in anchoring the world's leading innovation region. Encompassing approximately 181 square miles at the southern tip of the San Francisco Bay, San José is Northern California's largest city and the 12th largest city in the nation. With nearly one million residents, San José is one of the most diverse large cities in the United States. 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, Zoom, Samsung, and eBay, as well as start-ups and advanced manufacturing. The City of San José has twice been named "The Most Innovative Large City in America" by the Center for Digital Government.

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 California coast, including Santa Cruz, Monterey, and Carmel; 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. For more information about the unparalleled quality of life in San José, please visit

<https://www.sjeconomy.com/why-san-jose>.

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 embodies the City's "more urban future", proactively directs significant anticipated growth in new homes and workplaces into transit-accessible, infill growth areas, and supports evolution toward a more urban landscape and lifestyle. The San José area is powered by one of America's most highly educated and productive populations. More than 40% of the workforce has a bachelor's degree or higher, compared with 25% nationally. Forty percent 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, as well as the essential role the City plays in connecting residents and businesses to the nation and the world.

DEPUTY DIRECTOR, PUBLIC WORKS ANIMAL CARE AND SERVICES

City of San José, CA

THE CITY GOVERNMENT

The City of San José is a full-service Charter City and operates under a hybrid Council-Manager form of government. The City Council is comprised of 10 Council Members elected by district and a Mayor elected at-large. The City Manager, who reports to the Council, and her executive team provide strategic leadership that supports the policy-making 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.

The City's priorities are guided by four City Council Focus Areas which bring greater organizational emphasis, resource prioritization, and regular governance-level reporting to make notable progress on a limited number of strategic areas impacting the community. The current City Council Focus Areas are Increasing Community Safety, Reducing Unsheltered Homelessness, Cleaning up Our Neighborhoods, and Attracting Investment in Jobs and Housing.

In addition to providing a full range of municipal services, including police and fire, San José operates an international airport, a municipal water system, a regional wastewater treatment facility, over 200 neighborhood and regional parks, and a library system with 24 branches. The City also oversees convention, cultural, and hospitality facilities, including the San José McEnery Convention Center, Center for the Performing Arts, California Theater, Mexican Heritage Plaza, and the SAP Center at San José –home of the National Hockey League's San José Sharks.

City operations are supported by 7,000 full-time equivalent positions and a total budget of \$6.1 billion for the 2024-2025 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.

THE PUBLIC WORKS DEPARTMENT



Public Works is one of the largest Departments in the City of San José and consists of a staff of 660 with an annual operating budget of \$230 million. The Department has a wide range of responsibilities, including the development and implementation of the City's capital improvement program, management of the City's fleet and facilities assets, engineering review and approval of land development proposals, and animal care services.

The Public Works Director's Management Team includes an Assistant Director and five Deputy Directors with responsibilities for these services. The Department is organized into 11 functional areas: Animal Care and Services, City Facilities Architectural Services, Development Services, Engineering Services, Facilities Management, Fleet Management, Labor Compliance, Radio and Communications, Technology Services, Transportation and Hydraulics Services, and the Director's Office/Administrative Services.

DEPUTY DIRECTOR, PUBLIC WORKS ANIMAL CARE AND SERVICES

City of San José, CA

ANIMAL CARE AND SERVICES

The Animal Care and Services (ACS) Division promotes and protects the health, safety and welfare of animals and people in the City of San José. It is the mission of ACS 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 the community and supporters to help ACS succeed.

The City of San José's Animal Care Center was built in 2004 and provides shelter and field services to 1.2 million residents and 13,000 animals annually for San José and the adjacent cities of Cupertino, Los Gatos, Milpitas, and Saratoga. ACS is a full-service division that offers the community many valuable programs and services. Within ACS are four units:

Field Operations – Highly trained Animal Services Officers respond to approximately 16,500 calls for service annually and conduct enforcement activity including criminal investigations, stray animal control, dangerous dog cases, and rabies/license compliance. Requests from the public are received by phone and are handled by a dispatch unit that has primary responsibility for answering most incoming calls and routing service requests to the field.

Medical Operations – Medical personnel conduct 6,200 spay/neuter surgeries per year for shelter animals and through a public low-cost spay neuter clinic. Advanced procedures include digital x-ray, on site blood analysis, dental procedures, major surgery and orthopedic procedures in conjunction with board certified veterinarians. This unit also provides overall herd health management. The Medical Operations staff includes full time veterinarians who are part of the executive team.

Shelter Operations – Shelter personnel provide care and adoptions for approximately 13,000 animal per year. This group coordinates with more than 100 rescue groups and local shelters and achieved an 86% save rate in 2024. Services include contemporary practices such as open adoption, return-to-field, play groups, spot cleaning, and a commitment to the movement of animals through the system.

Administration – This group includes almost all transactional activity such as licensing, fees, billing, accounts receivable/payable, and budget tracking. It also includes the volunteer program.

This work is supported by a staff of 94 FTEs plus volunteers. The ACS has an annual budget of over \$17.5 million.



DEPUTY DIRECTOR, PUBLIC WORKS ANIMAL CARE AND SERVICES

City of San José, CA

THE POSITION

Reporting to the Director of Public Works, the Deputy Director of ACS will plan, organize and direct the overall management, administration, operation and maintenance of ACS activities, facilities, equipment, budget, policies and procedures. The Deputy Director is responsible for overseeing general administration of the Division including the operating budget and establishing the priorities for all service delivery elements through procedures and strategies to accomplish timely and effective utilization of available services. This position provides direct supervision over the four major units within ACS, which includes hiring, training, performance evaluations and other personnel actions to ensure productivity and quality standards are maintained. The Deputy Director represents the Department Director in a variety of interdepartmental, intergovernmental, and community matters and may assume responsibility for the Department's operations in absence of the Director; represents ACS with local, state and national organizations and at professional events to develop partnerships with local community organizations and to create public support for departmental programs; identifies and pursues sources of revenue for ACS; and directs and performs special projects and strategic planning programs that impact departmental operations.



Priorities for the Deputy Director include:

- Identify the most effective use of staff resources for animal care and administrative operations
- Continued focus on and enhancement of animal life saving programs
- Effective recruitment, training, and retention of ACS employees
- Build and maintain coalitions/ partnerships with various community organizations
- Identifying additional sources of funding and developing strategies for increasing revenue

THE IDEAL CANDIDATE

The City of San José is seeking an experienced animal services executive. Candidates should have a passion for working in a fast-paced and high-profile environment and bring a combination of strategic leadership and creative problem solving experience. The ideal candidate will be someone who understands current animal care issues and practices, is innovative in developing animal care programs, and can build strong and lasting relationships with community partner agencies. He/ she will be able to communicate effectively with staff, community groups, elected officials, executives, and the media in a way that clearly conveys the vision and benefit of ACS programs; be able to effectively analyze data in order to support decisions; and must possess excellent writing skills. A confident decision-maker, who can adeptly and diplomatically navigate sensitive issues while encouraging innovation, cooperation, accountability, and a "let's get it done" attitude will find this role fulfilling.

DEPUTY DIRECTOR, PUBLIC WORKS ANIMAL CARE AND SERVICES

City of San José, CA

Executive success in the City of San José is defined by an ability to model and sustain work that delivers on the City Manager's [One Team Leadership Values and Expectations](#). Additional desirable attributes include:

- A broad range of experience in the management of both animal enforcement and shelter activities
- Experience working with both paid and volunteer staff who are passionate about animal care
- Experience and/or training in the coordination of emergency operations
- Understanding of local government operations and how to navigate them.
- Experience coordinating and directing fund raising activities and other revenue generating activities

Finally, the ideal candidate will have demonstrated dedication to the delivery of excellence through their prior work experience.



EDUCATION AND EXPERIENCE



Education: A bachelor's degree in public administration, public policy, business administration, or related field.

Experience: Six years of increasingly responsible experience in senior level administrative and/or analytical work in a public or private agency. Experience managing an animal care and shelter program with an annual intake of 5,000 or more animals, which includes experience in both animal sheltering and field services is highly desirable.

COMPENSATION

The annual salary range for this position **\$161,512 - \$260,737** which includes an approximate five percent (5%) ongoing non-pensionable compensation. The final candidate's qualifications and experience will determine the actual salary. For more information on employee benefits, visit the City's [Human Resources Benefits website](#).

DEPUTY DIRECTOR, PUBLIC WORKS ANIMAL CARE AND SERVICES

City of San José, CA

APPLICATION AND RECRUITMENT SCHEDULE

The final filing date is Friday, August 1, 2025.

To be considered, please electronically submit your resume, cover letter, and five professional references (references will not be contacted in the early stages of the recruitment) to: <https://koffassociates.com/dep-dir-animal-care-svcs/>

Resumes should reflect years and months of positions held, as well as size of staff and budgets you have managed.

For additional information, please contact:



Koff & Associates
A Gallagher Company

Frank Rojas
(510) 495-0448
Frank_Rojas@ajg.com
Website: <https://koffassociates.com/>

Resumes will be screened based on the criteria outlined in this brochure. Candidates with the most relevant qualifications will be given preliminary interviews by the executive recruiter. Koff & Associates will report the results to the City. The City will then select candidates who will be invited to participate in a formal interview process the week of August 18. Extensive reference and background checks will be completed on the selected candidate.

