



THE CITY OF LOS ANGELES

invites your interest for the
position of

GENERAL MANAGER ANIMAL SERVICES



THE COMMUNITY

Los Angeles, California is the second largest city in the United States. With a population of approximately 4 million, it covers an area of nearly 500 square miles. It is one of the most diverse cities in the country and is one of the world's centers of business, international trade, entertainment, culture, media, fashion, science, technology, and education. It is home to renowned institutions covering a broad range of professional and cultural fields and is one of the most substantial economic engines within the United States. As the home base of Hollywood, it is known as the "Entertainment Capital of the World," leading the world in the creation of motion pictures, television production and recorded music. The importance of the entertainment business to the City has led many celebrities to call Los Angeles and its surrounding suburbs home.



Founded in 1781, Los Angeles is incorporated as a Charter City governed by a mayor-council system. The Mayor is Antonio R. Villaraigosa, elected in 2005 and re-elected in 2009. There are 15 City Council districts. The Mayor is elected directly by the people and serves a four-year term with a two-term limit, while Council members are elected by districts to four-year terms with a three-term limit. Other elected City officials include the City Attorney, Carmen Trutanich, and the City Controller, Wendy Greuel. The City takes great pride in fostering participation in local government and ensuring residents that local government is responsive to their needs, especially through a system of Neighborhood Councils organized since 2001.

The City is comprised of 41 operating units and three proprietary departments. Total employment exceeds 50,000 with an annual budget in excess of \$17 billion. While the City faces economic challenges, Mayor Villaraigosa is committed to supporting the Los Angeles Department of Animal Services' (LAAS) effort to meet its mission, particularly as it relates to implementation of the 2008 "Spay/Neuter" Ordinance, dealing constructively with the 20 percent increase in animal intake being experienced during the economic downturn, and progressing toward "no kill" status.

THE DEPARTMENT OF ANIMAL SERVICES

The Department of Animal Services offers a wide range of services that fulfills its mission to "Promote and Protect the Health, Safety and Welfare of Animals and People in the City of Los Angeles." For a complete list of services provided, see the Department's web site at www.laanimalservices.com.

LAAS is led by the General Manager with direct oversight from a five-person Commission appointed by the Mayor and confirmed by the City Council. The Commission sets policy, approves contracts and helps the General Manager establish a direction for the Department. The Commission holds public hearings on critical issues, identifies priorities to be addressed, and makes recommendations to the Mayor and City Council.

The Department is organized into four functional areas. They are:



1. **Field Enforcement:** This division enforces the newly enacted spay/neuter mandate as well as the Department's ongoing enforcement programs.
2. **Sheltering:** This division operates seven shelters throughout the City (with an 8th soon to be under construction).
3. **Medical Division:** This division provides medical care to shelter animals.
4. **Administration:** This division includes the General Manager's Office, Human Resources, Information Technology, Licensing and Budgeting/Accounting sections.

LAAS has a staff of 357 regular and 23 resolution positions for a total of 380 and a net apportioned budget of \$19 million.

The General Manager is supported with two Assistant General Managers – one assigned to Operations and the other to Administration.

THE POSITION

The General Manager serves as the agency's Director and provides leadership and executive management to all the divisions of the Department. Additionally, the General Manager provides expert assistance and support to the five-member Animal Services Commission in formulating policy. The General Manager is appointed by the Mayor and confirmed by the City Council.

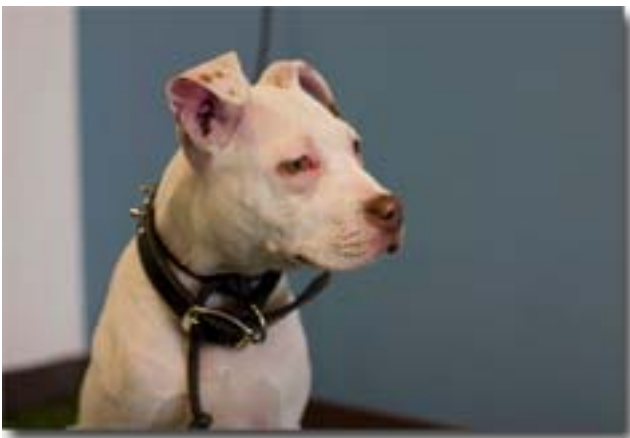
The citizens of Los Angeles are passionate about animal welfare and there are many stakeholder groups within the community that partner with the Department to further the Department's goals. The next General Manager should solicit and welcome their participation.



DESIRED QUALIFICATIONS

Desired qualifications include graduation from a recognized four-year college or university with a Bachelor's degree in a discipline related to the position and five years of full-time paid professional managerial experience in a public agency, private sector firm or an animal service/welfare organization including a non-profit organization. Individuals with experience in leading "no-kill" shelter programs are encouraged to apply. A Master's degree is a plus. Possession of a valid driver's license with a driving record acceptable to the City is required. The successful candidate will:

- Have an understanding of and a compassion for animal welfare issues.
- Be a recognized leader in the field of animal services or welfare with a demonstrated record of achievement and expertise in animal services, resources, laws and programs; a track record of implementing and successfully managing "no-kill" programs is valued.
- Possess professional values that are aligned with the Department's Mission, Vision and Values.
- Have compassion for the animals in the Department's care.
- Have demonstrated executive leadership skills in the management of large, complex organizations.
- Have excellent communication and interpersonal skills and the ability to develop high functioning work teams.
- Keep staff involved and informed in Departmental programs and activities.
- Have demonstrated ability and skill in developing and maintaining effective partnerships among the various stakeholder groups in the community.
- Have superior public relations and media skills.
- Be sensitive to and understanding of the political and public processes and have the ability to make compelling public presentations; interagency cooperation is essential.
- Have the ability to collaborate with stakeholders, employees, labor organizations and the public to further the interests of animal welfare.
- Be an effective leader and problem-solver who thrives in a fast-paced and highly visible work environment and who can effectively manage conflict in a professional way.
- Employ transparency with staff, the stakeholders and the public.
- Have a demonstrated record of honesty and integrity and a passion for public service.
- Be confident and courageous in the face of criticism and inspire confidence in others.



CHALLENGES FACING THE NEXT GENERAL MANAGER

Over the course of the next few years, the following issues will be facing the Department of Animal Services:

- Delivering quality services to the community with limited resources.
- Implementing the policy of reducing shelter euthanasia and pursuing a "no kill" policy goal.

- Developing effective partnerships with the various stakeholder groups and gaining their trust and confidence.
- Transforming the Department into a national model for animal care services.
- Staff development and training to enhance skills and knowledge.
- Developing innovative ways of providing the Department's core services.
- Becoming a community leader in educating the public on animal issues.
- Embracing volunteers through an enhanced volunteer program.
- Significantly increasing the pet adoption program.
- Developing creative fundraising programs and activities to support the Department's Mission and Vision.

COMPENSATION AND BENEFITS

The salary range for this position is \$137,307 to \$210,877 based on the qualifications and experience of the selected candidate. Executives are provided a comprehensive and highly-competitive benefits package. For a description of the benefits package, please see <http://per.lacity.org/ExecBenefitsHandout.pdf>.

MISSION, VISION AND VALUES OF THE DEPARTMENT OF ANIMAL SERVICES

Mission: To promote and protect the health, safety and welfare of animals and people.

Vision: We envision the day when every pet born has a good home and is cared for all its life, and no person is ever endangered by an animal.

Values: We value each employee, volunteer and partner contributing to the professional delivery of excellent customer service and the humane treatment of animals, in an atmosphere of open, honest communication, predicated on our respect for and trust in each other. Our values depict the highest standards of:

- **Respect:** We pledge to treat each person thoughtfully, politely and kindly regardless of rank or relationship.
- **Trust:** We strive to conduct ourselves in an honest, ethical, professional and respectful manner in everything we think, do and say, inspiring confidence in our abilities and our honesty.
- **Open and Honest Communication:** We commit to complete transparency in all forms of communication and to carefully listen to the communications of one another.
- **Customer Service:** We pledge to provide our best service to every customer, whether an internal or an external customer, every time.
- **Humane Treatment:** At all times and in all places, we vow to care compassionately, advocate actively and work tirelessly to insure the best possible environment for all animals.



Service Theme: Creating a Humane LA.

APPLICATION PROCEDURE

Interested candidates should immediately submit a cover letter summarizing how your training, education and experience has prepared you for this assignment, a resume detailing your work experience, and five work-related references (references will not be contacted until mutual interest is established) to:



Steven A. Harman, Citygate Associates, LLC
 Email: sharman@citygateassociates.com (Electronic submissions strongly preferred)
 Phone: (510) 599-5294, Fax: (925) 828-8430

The filing period may close at any time on or after February 19, 2010. Interested applicants are encouraged to apply as soon as possible. Only the most qualified applicants will be interviewed by the consultant and referred to the City of Los Angeles for further consideration.

The City of Los Angeles is an Equal Opportunity Employer

The position of General Manager, Animal Services Department, is an exempt, at-will management position. The incumbent will not accrue any civil service tenure, contractual employment rights or due process rights. The General Manager is appointed by and serves at the pleasure of the Mayor. The incumbent may be removed, without any finding of cause, by the Mayor, subject to approval by City Council.