

King County, Washington Regional Animal Services Manager

King County Region and Government

The King County/Greater Seattle area is bordered by Puget Sound on the west and the Cascade Mountains on the east, in the State of Washington, 113 miles from the US – Canadian border. Surrounded by mountains and water, protected farmlands and open spaces, the region features picture-perfect views and abundant recreational opportunities year-round. King County residents enjoy natural beauty, world class museums, a vibrant cultural scene, professional sports teams, restaurants and activities that appeal to a wide range of interests.

A few of the major attractions in the area include the Seattle Center and Space Needle; Pike Place Market; the Hiram Chittenden Locks; Woodland Park Zoo; Tillicum Indian Village; Seattle Aquarium; Waterfront, Lakeside and Sound Beaches; Pioneer Square; International District; the Seattle Symphony; Seattle Opera and Pacific Northwest Ballet; numerous art galleries and theatre companies, music, food, film and arts festivals and local wineries and breweries. The region is also home to Mariners baseball (MLB); Seahawks football (NFL); Seattle Sounders soccer (MLS, 2009 US Open Cup Champions); and the WNBA 2004 and 2010 World Champion Seattle Storm (professional women's basketball). There are also a multitude of outdoor activities including boating, fishing, golf, water sports, hiking, biking, mountain climbing and skiing. The Seattle-King County area attracts more than 9 million overnight visitors annually to the above attractions among others.

The King County/Greater Seattle area also offers world-class medical care and facilities including the University of Washington Schools of Medicine and Public Health and Community Medicine, the University's Department of Global Health and the Center for AIDS and STD; numerous vibrant biotechnology companies; the Fred Hutchinson Cancer Research Center; several nonprofit health research and prevention agencies such as Battelle Memorial Institute and its Seattle-based Public Health Center for Research and Evaluation, the Bill and Melinda Gates Foundation, the Seattle Biomedical Research Institute, and the Program for Appropriate Technology in Health (PATH).

There is also an abundance of fine educational opportunities through the public and private school systems, as well as public and private two-year and four-year colleges and universities. A few of the colleges and universities in the area include: Bellevue College, University of Washington - Seattle, Antioch University - Seattle, City University of Seattle, Seattle University, Seattle Pacific University, the Art Institute of Seattle, and many more.

Major business/employers in the region include: Starbucks Corp, The Boeing Co., Microsoft, University of Washington, Paccar, Inc., Providence Health and Services, Amazon.com, Inc., King County and the City of Seattle, Eddie Bauer Holdings, Inc., Savers, Inc., Alaska Air Group, Weyerhaeuser Co., Washington Mutual, Expedia, Inc. and others.

With 2,307 square miles of water and land, King County ranks 11th in geographical size among Washington State's 39 counties. At just over 1.9 million, the county ranks number one in population in the State, and is the 14th most populous county in the nation as well as the financial, economic and industrial center of the Pacific Northwest region. There are also 39 cities and towns in King County, of which Seattle is the largest with a population of approximately 610,000.

King County operates under a Home Rule Charter adopted by a vote of the citizens of King County in 1968 and is organized under the Council-Executive (both elected) form of government. The Metropolitan King County Council is the policy-making legislative body of the county. The County Council's nine members are elected by district and serve on a full-time basis. The County Executive serves as the chief executive officer for the county, leading the departments and about 13,000 employees and a county budget of over \$5 billion. Through sound financial planning, the County Executive oversees the delivery of such services as finance, human resources, communications, jails, transportation, environmental protection, parks, wastewater treatment, public health, records and licensing, etc. Other elected county officials include the Prosecuting Attorney, Sheriff, Assessor, and District and Superior Court Judges. In 1986 the county was renamed for civil rights leader Rev. Dr. Martin Luther King, Jr.

The King County/Greater Seattle area is a vibrant international community with residents that represent countries from around the world. It is a region that embraces diversity and cherishes the artistic and social traditions of many cultures. The area provides an excellent working and living environment for its residents and their families, and ranks among the 100 highest-income counties in the United States. King County excels in livability with a wide range of housing options, good primary, secondary and advanced educational institutions and health care facilities available to its residents.

King County Records and Licensing Services Division and Regional Animal Services of King County

Regional Animal Services is part of the Records and Licensing Services Division of the County Executive Branch of King County government. The Director of the King County Records and Licensing Services has responsibility for Vehicle and Vessel Licensing Services including taxi and for hire licensing; Recorder's Office; Records Management, Archives and Mail Services; and Animal Services. The Regional Animal Services Manager reports to the Director of the Records and Licensing Services Division.

Historically, individual cities in King County took responsibility of animal care and control within their borders. In the mid-1980s, King County agreed to provide animal services on behalf of cities on a regional basis in exchange for the revenues from pet license fees that fund the system. That arrangement was revisited in 2009 as the gap between license revenues and the cost of the system grew to a level that was not sustainable for the county. Regional Animal Services of King County (RASKC) was created in 2010 as a partnership between King County and 26 municipalities to provide animal care, control, and licensing services. This regional model is intended to provide better public health and safety, animal welfare, and customer service at a lower cost than any individual jurisdiction could provide on its own.

King County currently provides animal services to all residents in unincorporated areas of King County, and contracts with 26 other cities within the county. RASKC also owns and operates a regional animal shelter in Kent, oversees pet licensing in contracting municipalities, and regularly conducts off-site pet adoption events throughout the year.

For more information about the Regional Animal Services, visit:

<http://www.kingcounty.gov/safety/regionalAnimalServices/AboutUs.aspx>

Regional Animal Services Manager

The Regional Animal Services Manager is a key executive within the Records and Licensing Services Division, and a proponent of quality, humane services to animals in the region.

The Regional Animal Services Manager has the authority over all regional animal programs and services, including shelter, veterinary, field and enforcement operations, and pet partnership/pet licensing promotional programs within the regional program area. He/she directs a budget of \$7 million and a staff of 40 and over 500 volunteers. Key staff reporting to the RASKC Manager include two Operations Managers, a Medical Veterinary Director, Volunteer Coordinator, Animal Control Sergeants and Officers, Customer Services Specialists and others. He/she is also responsible for developing, planning, implementing, overseeing, directing and evaluating regional animal services for unincorporated King County and 26 contracting cities and represents regional animal services within King County and the contracting jurisdictions.

In addition to the broad based services mentioned above, other duties/responsibilities include:

- Plan, direct, organize, implement, administer, and evaluate the overall activities of the regional animal services program for King County and contracting jurisdictions.
- Develop regional funding mechanisms to defray the costs of humane animal care through fundraising and direct work with other decision making bodies or organizations.

- Oversee operations of an open admission shelter in which no adoptable animals are euthanized and are provided with high quality, cost effective care, veterinary services, foster care, adoption and placement services , and other services from staff and an extensive network of volunteers.
- Oversee the development and implementation of animal control field and enforcement programs, goals, and objectives, including training for animal control staff.

- Oversee the promotion of responsible pet ownership through animal licensing programs and promote services and public relations.

The RASKC Manager will take the lead in setting the strategic direction for the regional animal services and for maintaining humane, accessible quality services and exemplary communications with other regional and local providers of services, animal advocates, pet /animal owners and the general public. He/she will lead the RASKC in achieving a higher quality, more cost-efficient, accessible system, while being innovative and strategic about future directions, roles, and service delivery models.

Issues and Challenges

A few issues, challenges and opportunities for the program include:

- Build on strategic partnerships, collaborative relationships, and innovation, and facilitate communication between King County Regional Animal Services, City Partners in the regional animal services delivery system and other related service systems.
- Continue monitoring and improvement of service delivery and improve on existing programs and services, while reviewing funding sources and models including the possibility of a 501c3 organization to obtain more not-for-profit funding as well as current traditional, non-traditional, and more entrepreneurial sources of revenue and support.
- Address and improve on-going staff training, development and morale building.
- Enhance quality assurance/improvement, communications, business operations and efficiencies to assure that services meet high standards for responsiveness to service providers and the community as well as program quality, efficiency and effectiveness.

Qualifications

Education/Experience

- A degree from an accredited college or university in public administration, management, business, or related field is required.
- Four (4) years of progressive, responsible management/supervisory experience within a public or private organization is also required. Additional management experience may, however, substitute for up to two years of the educational requirement.
- A Master's Degree from an accredited college or university with a major in business, public administration or a closely related field is desirable but not required.
- Professional training and certification in the field of animal welfare, control, and services is also desirable.

Experience, Knowledge, Skills and Abilities

The successful candidate should have extensive knowledge of management principles, and service delivery including animal services management experience with responsibility for areas/services such as: shelter management, animal control enforcement and animal welfare, budgetary planning and regulatory compliance, coordination of animal care services, animal care activities, community and public relations and evaluation/quality improvement tools and techniques. This person should also have experience/knowledge/skills in:

- Principles and practices of public and business administration.
- Working and interacting with the media and public officials.
- Evaluating funding sources and determining the appropriate courses of action to keep programs, projects, and services funded and responding timely and appropriately to established guidelines and requirements and contractual agreements.
- Supervision, including team building, training, performance, change management, conflict resolution and labor relations techniques and principles.
- Budgetary principles and practices, and understanding of policy and information issues in a complex public service agency.
- Fundraising . . .

In addition, he/she should be able to:

- Express ideas effectively, both orally and in writing and have strong public relations skills.
- Build community and business based collaborations and coalitions to improve the scope and quality of services.
- Stay abreast of emerging issues and strategies related to animal care services delivery, and navigate complex issues, conduct research and critical analysis to formulate comprehensive ideas, strategies and solutions.

- Manage a diverse staff including union-represented employees and a large volunteer work and support group and the ability to coordinate and delegate, supervise, train and develop staff, assess staff capabilities, handle/prevent personnel problems, and optimize staff skills and communication.
- Serve with honesty and integrity, and establish and maintain effective working relationships with the general public, other animal service and advocacy organizations, co-workers, county and city departments, and regional, state and national organizations with interest in animal services.
- Demonstrate success managing in a complex service environment.

Management Style and Personal Traits

The successful candidate will be someone who is sensitive to the needs and concerns of a diverse community and is comfortable working around a wide variety of animals. He/she should be approachable, open to staff and the community, able to engage easily in critical thinking to solve complex problems, and can provide leadership through a shared vision to the Regional Animal Services Program.

The ideal candidate should be comfortable engaging with a wide range of people, including elected and appointed officials, staff, volunteers, community agencies, and the public. He/she should be a team builder, mentor and leader with strong interpersonal skills and the ability to mobilize staff and colleagues, have excellent verbal and written communication skills, and be an articulate and engaging public speaker. He/she should also have a good business orientation, be results oriented, pragmatic and credible with a well-earned reputation for sound management and the highest standards of personal and professional ethics.

The person should be an active listener who is engaging and collaborative, and sensitive to the needs, feelings, and opinions of others. He/she should also, however, be decisive and able to make tough decisions when necessary. Finally, he/she should have a commitment to public service, and be a champion of humane services to animals.

Compensation

The salary for this position will be dependent upon experience and qualifications. King County offers an excellent fringe benefits package for the employee, spouse/domestic partner and dependents. The current salary range is \$98,645 to \$125,038 annually. Details are available upon request.

Relocation assistance may be available to the selected candidate.

How to Apply

If you are interested in this outstanding opportunity, please submit a detailed resume as soon as possible to:

Robert Neher, President or
Rahn Sibley, Vice President

Neher & Associates

3790 Millerton Place

Suite 200

West Sacramento, CA 95691

Telephone: (916) 443-2421

Facsimile: (916) 443-5949

Applications are preferred electronically at: robertneher@executivesearchneher.com Should you have any questions with regard to your own interest, or a recommendation of a colleague, please contact us at the numbers above. The position will be open until filled; however, it is advisable to apply as early as possible.

King County is an employer that embraces diversity. An Equal Opportunity/ADA Employer; female, minority and disabled candidates are encouraged to apply.