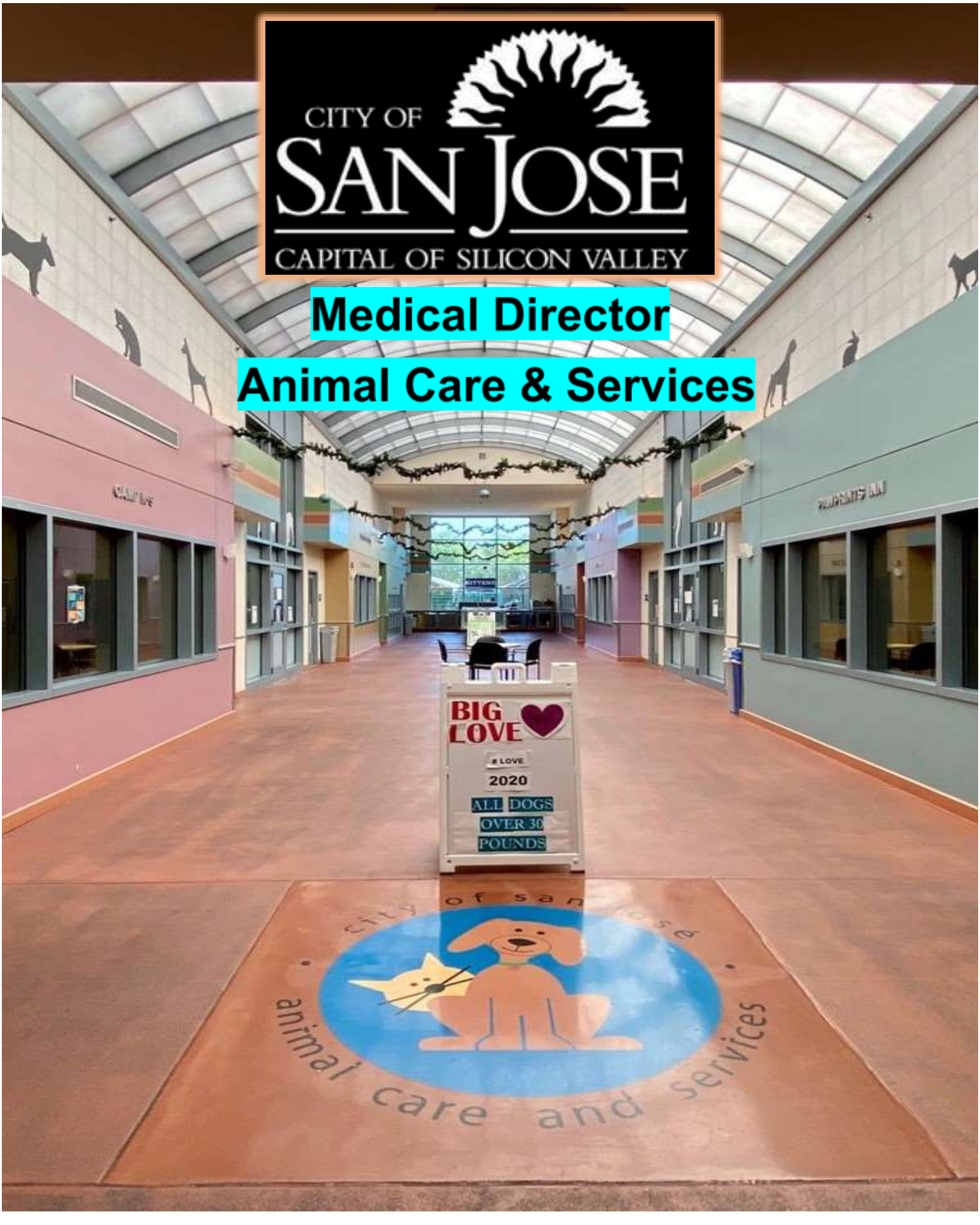

Medical Director
Animal Care & Services

THE CITY

Known as the "Capital of Silicon Valley," the City of San José plays a vital economic and cultural role anchoring the world's leading region of innovation. Encompassing 178 square miles at the southern tip of the San Francisco Bay, San José is Northern California's largest city and the 10th largest city in the nation. With more than one million residents, San José is one of the most diverse large cities in the US. 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, Samsung, and eBay as well as startups and advanced manufacturing. 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 coast including Santa Cruz, Monterey, and Carmel-by-the-Sea; 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.

The downtown area is home to high-rise residential projects, theaters, museums, and diverse entertainment attractions such as live music, live theater, cafes, restaurants, and nightclubs. Inquiring minds are served by the Tech Museum of Innovation, the San José Museum of Art, and many local galleries and venues. Nineteen public school districts and over 300 private and parochial schools provide residents with a range of educational choices. Universities in and near the city include San José State University, Santa Clara University, Stanford University, and three University of California campuses.

The San José area is powered by one of the most highly educated and productive populations in America. More than 40% of the workforce has a bachelor's degree or higher, compared with 25% nationally, while 40% 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, and the essential role the City plays in connecting residents and businesses to the nation and the world.

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 proactively directs significant anticipated growth in new homes and workplaces into transit-accessible, infill growth areas and supports evolution toward a more urban lifestyle.

CITY GOVERNMENT

The City of San José is a full-service Charter City and operates under a Council-Manager form of government. The City Council consists of 10 council members elected by district and a mayor elected at large. The City Manager, who reports to the Council, and the executive team provide strategic leadership that supports the policymaking 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. In addition to providing a full range of municipal services including police and fire, San José operates an airport, municipal water system, a regional wastewater treatment facility, over 209 neighborhood and regional parks, an accredited zoo, and a library system with 24 branches.

The City oversees convention, cultural, hospitality facilities that include the San José McEnery Convention Center, Center for the Performing Arts, California Theater, Mexican Heritage Plaza, and the SAP Center San José – home of the National Hockey League's San José Sharks. City operations are supported by 6,592 positions and a total budget of $4.5 billion for the 2021-2022 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.

Department of Public Works

The Department of Public Works is responsible for delivering capital improvement projects and oversight for a wide variety of City facilities and infrastructure, maintaining City facilities and fleet assets, facilitating and driving development activities, and providing animal care and services.

The Department is committed to high-quality service, partnering with the community, and providing an excellent environment in which to work. The Director of Animal Care & Services (ACS) reports to the Director of the Department of Public Works.

Animal Care & Services Division (ACS)

The primary objective of the Animal Care & Services Division (ACS) is 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 our community and supporters to help us succeed. The ACS Division provides Animal Care & Services to approximately 1.2 Million residents in Santa Clara County which is approximately 64% of the human population.

ACS is responsible for sheltering, licensing, rabies compliance and providing field service and programs to domestic animals. ACS provides services to the City of San Jose, and the cities of Cupertino, Milpitas, Saratoga and the Town of Los Gatos under contract. The ACS Division is headed by a Director of Animal Care & Services who reports to the Director of Public Works. Reporting to the Director of ACS are two Division Managers and one Program Manager. The Program Manager oversees business operations, department administration, licensing and other responsibilities. One of the two Division Managers is the Assistant Director of the Animal Care & Services Division (AD - ACS) which operates the shelter and field operations. The other Division Manager – the Medical Director – is the focus of this recruitment.

This Division Manager is the Medical Director overseeing two full-time and approximately 27 additional full and part time veterinarians and animal health technicians responsible for direct animal medical care.

This is an important medical management position with leadership responsibility over a passionate committed team managing about 7,000 spay and neuter surgeries per year. Direct experience overseeing and leading a complex daily operations delivering medical services to a diverse community while training, developing, engaging and encouraging a team of dedicated professionals and volunteers is what is needed for success in this role. This is a visible and vital leadership role.

Leadership Responsibilities & Administrative duties: This role will be responsible for managing to a budget, tracking and monitoring staff activities, holding volunteers, third parties, individuals and teams accountable, managing performance, assuring compliance with department, county and state standards on service delivery, building *espirit-de-corps*, balancing competing priorities with limited resources and cooperating with peers in the delivery of direct animal care and meeting the mission of the ACS Division. This is a role for a team builder, listener and hands-on leader capable of directing, managing and developing confidence, capabilities and coordination across a diverse population of employees, residents and stake holders.

THE POSITION & DUTIES – Medical Director (Division Manager)

The City of San José seeks an experienced Medical Director to lead the Veterinarian Division taking responsibility for surgeries, direct care, and efficient, effective operations of the fully-loaded spay & neuter clinic. The Medical Director has two direct Veterinarian reports, who in turn direct and lead a team of around 27 Animal Health Technicians and Animal Shelter Vet part-time employees. The Medical Director will coordinate medical care delivery and services across Care Attendants, Field and Dispatch Professionals, volunteers and community partners demonstrating leadership, communications skills and expertise in medical procedures, rapport building and interpersonal relations. They will lead, show by example, plan and execute demonstrating expertise, compassion, a sensitivity for animal-patient and human-owner customer comfort while driving the Medical Services Division on an even keel by developing and building rapport and respect across the Division.

This is a job for someone who loves being a Veterinarian, likes to lead, is strong in communications, supporting their team, setting goals, making adjustments and driving service levels to meet and exceed expectations.

This role will also coordinate with the Assistant Director of ACS in assuring alignment in medical protocols across Shelter and Field Operations and Administrative Services. They will focus on strengthening relationships with external partners who bear tremendous responsibility for our animals, including rescue partners, TNR partners, and non-profit partners. They will oversee the day-to-day operations of the Medical Division, ensuring communication flows smoothly between medical staff across the department to animal services staff, animal control/field operations, volunteers and be able to be public facing when needed.

They will be a "working manager", spending a significant amount of their time performing medical procedures, teaching, training and mentoring, as well as managing the division.

This role will coordinate as needed with the administrative team, which largely focuses on business management, purchase order management and animal license renewals. It will drive continuous improvements with a strong focus on excellent customer service and best practices in animal welfare and care, while nurturing the internal culture.

This position has a working title of "Medical Director" and is classified as a Division Manager and communicates regularly with numerous stakeholders and volunteers supporting the mission of the Division. This Medical Director will have leadership and communications responsibilities exchanging information with staff and numerous parties to keep them informed on issues that have an impact on Division and the City.

KEY RESPONSIBILITIES

- Manage the Medical Division – set schedules, balance work load and responsibilities and set priorities for improvement.
- Perform medical procedures and animal health evaluations.
- Lead Vets, Medical Health Technicians – oversee total results, coordinate and prioritize programs. Mentor and train staff in procedures and protocols.
- Monitor and manage Live Release Rates (LRR), developing and maintaining relationships with 3rd parties.
- Track service delivery quality & timeliness.

THE IDEAL CANDIDATE

Ideal candidates will have experience and demonstrated success in leading a complex Medical Clinic operation. Animal shelter specific experience would be valuable. They will be aware of national standards of care and follow best practices encouraging innovation, pilot programs and a commitment to continuous improvement. They will demonstrate confidence, leadership, be sensitive, people centered and results oriented. They will be politically astute and customer service driven. They will create an environment that breeds trust and a sense of positive movement forward. They will empower and engage staff.

They will be able to quickly learn the City of San José's processes, systems, and priorities and become known as a key team player. They will champion Justice, Equity, Diversity, and inclusion (JEDI), inspire, and engage others as he/she/they bring about change. This person will have strategic agility, drive for results, demonstrate outstanding leadership skills, and enjoy collaborating with other department staff. They understand the importance of planning and execution to vigilance, agility and resilience (VAR) in complex organizations.

Candidates must have outstanding verbal and written communication skills with the ability to make direct and effective public presentations, and the ability to communicate potential impacts of changes in resources on service delivery to the City decision makers.

EDUCATION & EXPERIENCE REQUIREMENTS

Education: Bachelor's Degree in a closely related field.

Experience: Six years of progressively responsible related experience, including three years of supervisory experience.

- Experience at a senior level in a clinical setting supervising other veterinarians and clinical staff with administrative or analytic work in a public/private agency is desirable.

Required Licensing:

- Valid California license to practice veterinary medicine in the State of California is required.
- Possession of a valid State of California driver's license may be required.

Employment Eligibility: Federal law requires employees to provide verification of their eligibility to work in the US. Please be informed the City of San José will NOT sponsor, represent, or sign any documents related to visa applications/ transfers for H1-B or any other type of visa which requires an employer application.

COVID Policy: Pursuant to the City's COVID-19 Mandatory Vaccination and Testing Policy, all new hires must provide proof of COVID-19 vaccination as a condition of employment absent a documented medical and/or religious exemption.

BENEFITS & COMPENSATION

The salary range for the Medical Director - Division Manager is **$112,702.886 - $172,276.006** per year. In addition to the starting salary, employees in this classification shall also receive an approximate five percent (5%) ongoing non-pensionable pay. Actual salary is determined by the final candidate's qualifications/experience. The City provides an excellent array of benefits, including:

Retirement: Competitive defined benefit retirement plan with full reciprocity with CalPERS; defined contribution plan available as an option.

Health Insurance: The City contributes 85 percent towards the premium of the lowest cost non-deductible plan. There are several plan options.

Dental Insurance: The City contributes 100 percent of the premium of the lowest cost plan for dental coverage.

Personal Time: Vacation is accrued initially at the rate of three weeks per year with amounts increasing up to five weeks after 15 years of service. Executive Leave of 40 hours is granted annually and depending upon success in the Management Performance Program, could increase to up to 80 hours. Sick Leave is accrued at the rate of approximately 8 hours per month.

Holidays: The City observes 15 paid holidays annually.

Deferred Comp: The City offers a 457 Plan.

Flexible Spending Accounts: The City participates in Medical Reimbursement Programs and Dependent Care Assistance.

Insurance: The City provides a term life policy equal to two times annual salary. Long-term disability and AD&D plans are optional.

Employee Assistance Program: The City provides a comprehensive range of services through the EAP.

Visit the City's benefits website for more info.

APPLICATION PROCESS

Please send your resume with a cover letter outlining your interest in the role, your experience successfully managing clinical medical and shelter operations, field services and dispatch, your passion for delivery of animal care and services with specific examples, salary expectations, and describe your commitment to Justice, Equity, Diversity, and Inclusion (JEDI) within the government context to:

Matt.Sadinsky@prepintl.com

Qualified applicants will be contacted and scheduled for conversations.

PReP Intl and the City of San Jose are Equal Opportunity Employers who do not discriminate based on race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, employment, veteran status, or any other protected status. Qualified Women, Minorities, and Veterans are encouraged to apply.

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