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## EMPLOYMENT OPPORTUNITY MANAGER, ANIMAL SERVICES (FULL-TIME)

**ORGANIZATION:** The Guelph Humane Society advocates for all animals, and in particular those animals whose lives it can influence, through care, education, community support, protection, and leadership. Founded in 1893, the Guelph Humane Society provides care and shelter for approximately 3,000 homeless, stray, injured and abused animals each year in Guelph and Wellington County. GHS is a registered charitable, non-profit organization that does not receive government funding. The GHS's hiring philosophy goes beyond just filling positions – it is interested in finding people who are passionate about animal welfare, who want to make a difference in the community, all while working as part of a positive and productive team of people. Visit [www.guelphhumane.ca](http://www.guelphhumane.ca) to discover more.

**TITLE:** Manager, Animal Services

**LOCATION:** 190 Hanlon Creek Blvd, Guelph, ON

**JOB STATUS:** Permanent; Full-time

### ABOUT THE ROLE:

Reporting to the Executive Director, the Manager, Animal Services is responsible for the overall operations of the animal services programs as they relate to enforcement of municipal, provincial, and federal legislation. The successful candidate will effectively lead the Animal Services team, through managing, planning, organizing, administering, and evaluating activities of the Animal Services department in the City of Guelph, Township of Guelph-Eramosa, and Township of Centre Wellington. You will develop and direct the implementation of goals, objectives, policies, procedures, and work standards. You will also work closely with the rest of the leadership team at GHS to ensure the goals and objectives as set forth by the organization are achieved. The Manager, Animal Services will provide exceptional customer service, excellent communication and organization skills, and will always demonstrate a positive attitude, while supporting the overall mission and values of the GHS.

### Core Job Responsibilities:

- Oversee and manage the organization, staffing, scheduling, and operational activities of the Animal Services department
- Oversee and direct the humane care and control of animals including the rescue, impoundment, and transport of animals
- Responsible for hiring, onboarding, annual goal setting, and regular performance management of Animal Services staff
- Develop, coordinate, and provide initial and ongoing Animal Services staff training
- Participate in the development and implementation of goals, objectives, policies, and priorities for Animal Services; identify resource needs, recommend, and implement policies and procedures
- Receive, record, investigate, and promptly respond to and resolve complaints and inquiries related to the Animal Services department

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- Monitor the maintenance of records regarding the Animal Services department; compile and analyze accurate monthly statistics on various aspects of Animal Services program; prepare reports as required
- Identify opportunities for improving service delivery methods and procedures; review with appropriate management staff; implement improvements
- Encourage staff to strive for continuous improvement and act as a mentor by providing ongoing coaching, team building, training and direction to ensure that service quality levels are met
- Participate in the preparation and administration of the Animal Services budget; submit budget recommendations; monitor all expenditures
- Available on-call after hours to support team in responding to emergency situations and to coordinate and assign work as necessary
- Establish comprehensive guidelines for preparation of complex investigative reports to ensure that alleged violations are supported by appropriate evidence and that all legal requirements for presentation in court have been met.
- Prepare Crown Briefs and review Briefs prepared by other staff pursuant to the Provincial Offences Act
- File Provincial Offences Act Certificates of Offence (Part I and III) with the Courts; provide evidence to the Courts and attend court appearances as required under the Act; review and oversee charges laid by Animal Services staff
- Attend public and private meetings with municipal staff, various internal and external stakeholders
- Advise the general public on animal control by-laws in areas serviced by the GHS
- Oversee and coordinate the maintenance for the fleet of vehicles in the Animal Services department
- Maintain a high level of communication with the Animal Services and other organizational staff
- Ensure the public receive professional, prompt and friendly service to ensure a positive experience with the Animal Services team and the GHS overall
- Interact with all animals safely, respectfully, compassionately, and in a manner that minimizes stress using modern, humane practices
- Treat colleagues, volunteers, and members of the public with courtesy and respect; promote an atmosphere of compassion, helpfulness, and a positive attitude
- Participate in an organizational culture that contributes to overall safety of staff, particularly as it relates to officer safety
- Work in compliance with the Occupational Health and Safety Act and its regulations
- Complete other duties as assigned

#### **Knowledge and Skill Requirements:**

- Post-secondary education in related discipline (e.g. Animal Sciences, Animal Care, Animal Health Technician, Police Foundations, Law & Security), or equivalent experience required
- Minimum 3-5 years of demonstrated leadership/management proficiency required; previous experience in animal care, control, or protection environment preferred
- Certification as a Municipal Law Enforcement Officer in accordance with Ontario MLEO Association guidelines would be considered an asset
- Working knowledge of relevant court procedures, regulations and legislation pertaining to animals and animal services (*Municipal Bylaws, Dog Owners Liability Act, Provincial Animal Welfare Service Act, Provincial Offences Act, etc.*); demonstrated ability to understand, interpret and apply provincial and municipal legislation as required
- Demonstrated knowledge of investigative procedures/techniques and report writing

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- Knowledgeable about the geographic area of City of Guelph, Township of Centre-Wellington, and Township of Guelph-Eramosa, and the relevant animal control bylaws
- Experience in developing, evaluating, recommending, and implementing processes and procedures
- Excellent oral and written communication skills utilized across all mediums, including phone, email and face-to-face interactions
- Strong organizational and analytical skills, problem solving and decision-making skills; demonstrated critical thinking, discretion, tact, and diplomacy
  - Ability to supervise and train staff while cultivating a positive and connected work atmosphere
- Experience with diplomatically managing multiple commitments to customers, staff, and operations
- Strong time management skills; ability to meet deadlines, re-prioritize competing demands, work with frequent interruptions
  - Proven record of fostering and maintaining excellent public relations and customer service
  - Knowledge of domestic animal breeds and wildlife (native and non-native species), including demonstrated understanding of proper care, handling, restraint, behaviour, anatomy, and husbandry
  - Demonstrated knowledge of disease transmission, bio-security and proper sanitation protocols
  - Ability to maintain professional composure and multitask in a high-paced, stressful, reactive environment
  - Demonstrated ability to create a client focused culture and implement client service initiatives
  - Physically fit with the ability to stand or sit for long periods of time, walk, reach, frequent bending and stooping, comfortably lift and carry up to (50) pounds
- General knowledge of animal welfare and humane society activities
- Strong computer literacy (Microsoft Office – Outlook, Word, Excel, PowerPoint) and able to effectively utilize shelter management software. Knowledge of PetPoint is an asset
- Valid Ontario Class “G” Driver’s License with clean Driver’s Abstract; clear Police Clearance Certificate
- Must be able to work outside of a normal work schedule for both planned and emergency situations as required, and be on-call after hours as needed
- Protective rabies titre an asset (or willingness to receive pre-exposure rabies vaccinations to obtain protective titre)
- A positive attitude and passion for advocating for animal welfare in our community

If you are interested in this opportunity and have the above qualifications, please forward your resume with a covering letter (including salary expectations) by April 27<sup>th</sup> at 5pm to:

**ATTN:** Lisa Veit, Interim Executive Director

**Email:** [careers@guelphhumane.ca](mailto:careers@guelphhumane.ca)

**Subject Line:** Manager, Animal Services

*We welcome diversity, value differences, and foster inclusion in our employment practices. We invite applications from all qualified individuals who are philosophically aligned with our mission, vision, and values.*

*GHS welcomes and encourages applications from individuals with disabilities. Accommodations are available on request for candidates taking part in all aspects of the recruitment process.*

*We thank all applicants for their interest; however, only candidates selected for an interview will be contacted.*

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