



Animal Services Manager

City of Sugar Land, Texas



About Sugar Land, TX

WE ARE TRAILBLAZERS! Relentless in Our Pursuit of Good so that Our Employees, Residents, and Businesses can Enjoy a Life Better than They Can Even Imagine.

Sugar Land has always been a trailblazing city - fearlessly forging new paths and surpassing expectations while delivering top-tier services to our residents. According to our last Citizen Satisfaction Survey, 95% of residents love calling Sugar Land home and 10% say that nothing would make their lives better than it already is.

A full-service municipality, Sugar Land provides the highest quality of affordable services to meet the needs of its residents. Master-planned communities and welcoming neighborhoods enhance home values and create a sense of belonging. The community offers outstanding schools, libraries, civic organizations, and other resources that make Sugar Land a great place to work, live, and raise a family. Sugar Land is rich in culture and one of the most diverse cities in the nation.

There's plenty to do in beautiful Sugar Land including a world-class baseball park, several museums, and the Smart Financial Centre at Sugar Land – one of the nation's top ranked entertainment venues. Festivals, outdoor activities, world-class dining, and much more offer something for everyone.





City Government

The City of Sugar Land operates under a visionary council-manager framework, spearheading a revolution in municipal leadership. At the helm of this transformative model is the City Manager, alongside an agile Executive Team, orchestrating the synergy of 917 Full-Time Equivalent (FTE) employees and stewarding a monumental \$569 million fiscal year 2025 budget.

But what truly sets Sugar Land apart is its unwavering commitment to innovation and strategic foresight. The recently adopted budget is not merely a financial document; it is a manifesto of intention, meticulously crafted to harmonize with the city's eight strategic outcomes, as envisioned by the esteemed City Council:

- Finance: strong and viable
- Community: safe and secure
- Economy: thriving and vibrant
- Culture: dynamic and fun
- People: welcoming and engaged
- Infrastructure: strong and resilient
- Transportation: connected and convenient
- Government: respected and influential



The Position

As the Animal Services Manager for the City of Sugar Land you will be responsible for executing the division's strategic plan, ensuring operational efficiency, managing financial resources, and developing community partnerships. Key Responsibilities Include:

Leadership and Strategic Direction

Develop and communicate the division's vision and strategy, ensuring alignment with the City of Sugar Land's mission. Collaborate with the Animal Advisory Board (AAB) on shelter updates, including donations, challenges, and budget. Manage recruitment, development, and performance of the Animal Services team, promoting a culture of excellence and continuous improvement. Oversee shelter operations to ensure efficient execution of programs like intake, adoptions, spay/neuter, education, animal control and community outreach.

Financial Management and Fundraising

Develop and manage the division's budget, including donation revenue, ensuring responsible financial practices. Support fundraising efforts with the Animal Advisory Board, Legacy Foundation and staff. Contribute to grant writing and development. Use data to allocate resources efficiently and maximize impact. Strengthen community and corporate relationships to boost annual donations.

Advocacy and Public Relations

Represent the Animal Services Division at public events, media appearances, and community meetings. Strengthen partnerships with local governments, nonprofits, and the public. Support marketing and PR campaigns to raise awareness of the shelter, programs and mission. Use traditional and digital platforms to increase visibility. Help develop educational programs to engage the community in animal welfare, including humane education in schools and public forums.

Shelter Operations and Animal Welfare

Ensure the highest standards of animal care and safety. Oversee intake, care, adoption, and rehabilitation programs. Lead efforts to increase adoptions through innovative programs and partnerships. Ensure shelter facilities are well-maintained and meet regulatory standards. Guide the design of a new shelter and develop emergency response protocols for disasters, disease outbreaks, or other crises.

Staff and Volunteer Management

Oversee recruitment, training, and retention of compassionate staff, promoting a positive work environment that encourages development, teamwork, and engagement. Manage the volunteer program to ensure meaningful community involvement and a rewarding experience for volunteers.



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The Ideal Candidate

The ideal candidate should bring expertise in overseeing animal care, shelter management, and public health initiatives, ensuring compliance with local, state and federal regulations. They should be an experienced and compassionate leader with a proven track record of managing complex operations in a fast-paced environment. This person should have skills in managing multiple priorities, including the enforcement of animal control regulations, overseeing specialty programs (e.g., adoption, foster, TNR), and driving continuous improvement in service delivery.

This individual will need to embody the City's BLAZE values with a commitment to promoting animal welfare, engaging the community, and fostering partnerships with external organizations to enhance services and programs. The ideal candidate will be a collaborative leader, providing clear direction to staff and volunteers while fostering a customer-focused culture. This person should demonstrate sound judgment and discretion, particularly when managing sensitive issues such as animal cruelty investigations and legal proceedings, while maintaining accurate records and ensuring compliance with City policies.

The ideal candidate should be adept at stakeholder engagement and be able to communicate effectively with the Animal Advisory Board, City Council, residents, and community partners. They should be experienced in public speaking, presenting updates and proposals on policies and programs and addressing community concerns. This person should have a commitment to public education, with experience developing and implementing initiatives that promote animal care, safety, and awareness of local ordinances.

The ideal candidate is not only an expert in animal care and control but also a strategic thinker capable of managing budgets, optimizing shelter operations, and leveraging technology to enhance efficiency. This person should be dedicated to teamwork, mentorship, and professional development to ensure a motivated and skilled staff is ready to meet the evolving needs of the community.

Qualifications

The preferred way to obtain the minimum knowledge, skills, and abilities to perform the essential duties and responsibilities of this position are listed below.

Education

- Bachelor's degree in Animal Science, Public Health Administration, Public Administration, or a related field from an accredited college or university is required.

Experience

- Five (5) years of progressively responsible experience in a municipal, public sector, or nonprofit animal shelter environment with at least three (3) years of supervisory responsibility.
- Experience with a robust volunteer labor force and in the opening of a new shelter facility is preferred.

Licenses

- Certification from the Texas Department of State Health Services as a Certified Animal Control Officer or comparable certification. If a candidate is out of state, they must obtain State of Texas certification within 6 months of employment.
- Must have a valid Texas Driver's License or obtain one within three months of hire.



The list above does not cover all the educational qualifications anticipated for the ideal candidate.

Compensation

The City of Sugar Land is offering a starting salary between \$100,000 to \$114,337 depending on qualifications and experience. The City of Sugar Land offers great benefits and perks available on the first day of employment, including: City-subsidized health benefits; life and disability insurance; a variety of voluntary benefits; a robust pension plan with TMRS to set you up for a fulfilling retirement; flexible schedules and work from home opportunities; a down-to-earth casual environment and dress code; and a positive team-oriented culture stemming from a long-term commitment to innovation and inclusion.

How To Apply

Applicants should forward a cover letter and resume to:

resumes@affionpublic.com

Reference: COSASM

Affion Public

PO Box 794

Hershey, PA 17033

717.214.4922

www.affionpublic.com



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