



BUILD A CITY. BUILD A FUTURE.



Surrey Animal Resource Centre (SARC) Manager

As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation.

*City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward. **Build a City. Build a Future** at the City of Surrey*

SCOPE

Reporting to the Director of Bylaw Services, the Surrey Animal Resources Centre Manager leads the operation and programs related to the City's animal shelter services. This role will be responsible for the overall operations of the Centre and its programs as well as leading the SARC team.

EMPLOYMENT STATUS

Exempt - Regular Full-Time

RESPONSIBILITIES

While promoting the City's values as well as the mission of the Surrey Animal Resource Centre (SARC), both within the Centre and throughout the community, your key responsibilities will include:

- Leading the sheltering, rehabilitation, fostering and adoption of animals in the care of the Centre, including identifying animals in need of veterinary attention, determining adoptability and/or rehabilitation needs, and developing/following adoption husbandry policies and procedures.
- Managing and supervising the daily operation of SARC including all operational, administrative needs, supervising and mentoring employees on site.
- Having overall responsibility for veterinary/animal management; financial management (budget, record keeping, statistics, etc.), and facility management, including ensuring the facility is adequately maintained.
- Developing, implementing and providing ongoing support to volunteer programs as well as the animal adoption and foster programs.
- Hiring, training and supervising volunteers and shelter staff including scheduling shifts, managing performance and providing coaching.
- Developing, implementing, and monitoring marketing, public relations and media strategies to increase awareness of the Centre and related programs.
- Developing and implementing systems, forms, policies, procedures, and protocols governing adoption and fostering of animals, and screening adoption applications, performing reference checks and selecting successful applicants.
- Liaising regularly with the General Manager of Corporate Services and Director of Bylaw Services on sensitive issues pertaining to SARC and animal care.

QUALIFICATIONS

- Completion of post-secondary education combined with a diploma or certificate in animal husbandry, along with 3 to 5 years of progressive experience in an animal shelter role.
- Extensive knowledge of the methods, techniques, materials and practices essential to the care and feeding of animals and veterinary issues, treatments, infection control practices and procedures, as well as knowledge of the philosophy and objectives of the adoption, foster care, animal rehabilitation and volunteers programs for SARC.
- Working knowledge of relevant City bylaws, and have recent experience with marketing, public relations and media relations as it applies to the work performed.
- Ability to plan, develop and implement terms of reference, policies and procedures for animal care and adoption programs.
- Strong written and verbal communication skills combined with excellent customer service skills as you work with key stakeholders in the community and develop positive working relationships.

APPLY

If you are interested in this opportunity, please apply at <https://www.surrey.ca/about-surrey/jobs-careers> to Job ID 5354.