



Make working for
The City work for you.



Leader, Animal Care and Pet Licensing

If you are committed to public service, enjoy collaborating with others, share our values and have a desire to learn and grow, join [The City of Calgary](#). City employees deliver the services, run the programs and operate the facilities which make a difference in our community. We support work-life balance, promote physical and psychological safety, and offer competitive wages, pensions, and [benefits](#). Together we make Calgary a great place to make a living, a great place to make a life.

The City is committed to fostering a respectful, inclusive and equitable workplace which is representative of the community we serve. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, inclusion, anti-racism and reconciliation. Applications are encouraged from members of groups that are historically disadvantaged and underrepresented. Accommodations are available during the hiring process, upon request.

As the Leader, Animal Care and Pet Licensing, you will manage The City of Calgary's Animal Services Centre, providing administration and oversight of the animal shelter and the veterinary clinic operations. You will be tasked with leading projects, programs, and public education campaigns to achieve strategic goals and objectives. You will oversee a talented team of leaders, veterinarians, animal health technologists, veterinary assistants, animal behaviour coordinators, program coordinators, and the administrative team responsible for customer service, pet licensing, and operational support. Primary duties include:

- Develop short and long-term work plans, identify efficiencies within the teams under your area, and assess staffing needs to achieve business goals and service targets.
- Lead modernization projects, business process improvement, and support facility expansion/redesign planning.
- Deliver and evolve high standards of animal care and ensure the shelter maintains a clean and safe environment.
- Represent Animal Care and Pet Licensing as the Leader for the area on several committees and special projects.
- Build and maintain relationships with animal rescue agencies and other strategic partners.
- Manage human resource activities in the Animal Care and Pet Licensing section.
- Provide financial oversight and strong fiscal management and planning for the Animal Care and Pet Licensing budget and oversee all cash control procedures, including Payment Card Industry (PCI) compliance.
- Provide direction on messaging that aligns with municipal goals, ensuring clear and effective public outreach regarding animal services, pet licensing, and responsible pet ownership.
- Review and approve the content of communication and marketing strategies and support campaign development.
- Oversee the assessment of animals' behaviour for temperament and suitability for adoption.
- Provide guidance and leadership to the Customer Service Representatives and Business Liaison team to foster strong supportive relationships with the citizens and key partners.
- Develop and implement strategies to enhance the organizational workplace culture.

Qualifications

- A degree in Business Administration, Commerce, Social Sciences, Communications or related field, and at least 8 years of progressive leadership experience in a licensing/regulatory or customer service environment, including at least 5 years of recent experience operating and maintaining a municipal animal shelter, veterinary clinic, humane society, or rescue agency. A Master's degree will be considered an asset.
- Equivalent combinations of education and experience may be considered.
- Knowledge of animal care, animal control bylaws, animal welfare legislation, municipal and federal regulations for shelter operations and animal licensing, crisis management and industry best practices.
- Experience with budgeting, financial planning, revenue management and funding needs.
- Certification in conflict resolution, mediation and/or negotiation will be considered an asset.
- The ability to collaborate with all levels of leadership, veterinary clinics, partner agencies, law enforcement agencies, non-profit organizations, union colleagues, media, industry suppliers and contractors, and the public.
- You have high ethical standards, a service-oriented focus, strategic thinking and effective decision-making skills, operational acumen, and a compassionate leadership style.

Working Conditions: Shelter/office environment. Exposure to animals with some exposure to challenging conditions that are common within an animal shelter and veterinary clinic environment.

Pre-employment Requirements

- An enhanced security clearance will be conducted.
- Successful applicants must provide proof of qualifications.

Union: Exempt
Position Type: 1 Permanent
Compensation: Level M2 \$130,400 – 163,000 per annum
Hours of work: Standard 35 hour work week
Audience: Internal/External

Business Unit: Emergency Management & Community Safety
Location: 2201 Portland Street SE
Days of Work: This position works a 5 day work week earning 1 day off in a 3 week cycle.
Apply By: October 14, 2025
Job ID #: 312614

Apply online at www.calgary.ca/careers