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aurora.ca

Town of Aurora

Employment Opportunity

Corporate Services

Division of Human Resources

Supervisor, Animal Services

Employment Type: Permanent, Full Time

Location: Aurora, Ontario

Salary Range: \$96,296.70 - \$120,370.88

Vacancy Reason: Permanent Replacement

Closing Deadline: Open until filled

The Town of Aurora is located in the heart of York Region and just 30 kilometers north of Toronto. Our vision is to become a progressive community with a small-Town charm and our mission is to deliver exceptional services that make people proud to call Aurora home. Our workforce is talented, diverse, and committed to fostering a culture that exemplifies teamwork, embraces innovation, and values diversity, equity, and inclusion to achieve mission excellence. It is important that our workforce reflects the citizens we serve. Come join us at the Town of Aurora, "You're in Good Company".

Position Summary

Reporting to the Manager of By-Law Services, the Supervisor of Animal Services is responsible for overseeing the daily operations of Animal Services Officers and ensuring the effective delivery of animal control services across partnering communities. This role provides leadership through scheduling, training and operational oversight, while promoting responsible pet ownership through education and enforcement.

Responsibilities

- Oversee the day-to-day operations of Animal Services staff, including scheduling, assigning, and reviewing work to ensure effective service delivery
- Provide leadership through coaching, mentoring, and training, fostering a collaborative and high-performing team environment
- Administer and monitor the operational budget, ensuring expenditures remain within approved limits
- Support the Manager, Bylaw Services in planning, implementing, and enhancing animal services programs and initiatives
- Ensure compliance with municipal by-laws and applicable provincial legislation through education and enforcement strategies
- Develop and deliver public education and community engagement initiatives promoting responsible pet ownership
- Build and maintain relationships with residents, community groups, external agencies, councillors, and partner municipalities
- Respond to public inquiries and sensitive situations with professionalism, sound judgment, and a focus on resolution
- Compile, analyze, and present statistical and operational reports to internal stakeholders and governing boards
- Represent Animal Services at community events, committees, working groups, and professional forums
- As required, provide support with corporate security initiatives aligned with by-law services
- Respond to after-hours emergencies, including weekends and holidays, as required

Qualifications

- Minimum four (4) years of experience in an Animal Control, enforcement, or related field, preferably within a municipal or provincial environment
- Minimum two (2) years of supervisory or leadership experience in a customer service-focused environment
- Post-secondary education in Animal Sciences, Veterinary Sciences, Law Enforcement, or a related discipline is preferred
- Demonstrated leadership skills with experience in coaching, mentoring, and developing staff
- Strong conflict resolution and problem-solving abilities, with the capacity to manage sensitive and complex situations
- Excellent interpersonal and communication skills, with the ability to engage effectively with staff, the public, elected officials, and external stakeholders
- Knowledge of relevant municipal by-laws, provincial legislation, and occupational health and safety requirements
- Proven ability to manage multiple priorities, lead projects, and adapt to changing operational needs
- Strong analytical skills with experience compiling and presenting reports and statistical data
- Ability to build and maintain effective working relationships across diverse groups and organizations
- Demonstrated sound judgment, discretion, and ability to maintain confidentiality
- Proficiency in Microsoft Office Suite, case management systems, and related technology
- Valid Class "G" Driver's Licence in good standing and access to a reliable vehicle for corporate use
- Ability to meet the physical demands of the role, including lifting and moving animals or objects up to 100 lbs
- Must be available to work varied shifts and flexible hours, including evenings, weekends and holidays. On-call and/or overtime as may be required to fulfil the position.

Successful applicants to this position will be required to provide a Police Vulnerable Sector Check that is satisfactory to the Town prior to their start date at the applicants' own cost.

If you are interested in joining our dedicated team of municipal professionals, please visit our [Jobs - Town of Aurora](#) page and apply to the position directly.

The Town of Aurora is an equal opportunity employer that is committed to an inclusive, barrier-free recruitment and selection processes and work environments. We are committed to recognizing and celebrating the diversity of opinion, talent and expertise that make each person unique. We thank all applicants and advise that only those selected for an interview will be contacted.

Applicant information is collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act and will be used to determine qualifications for employment with the Town of Aurora. Questions about this collection of personal information should be directed to the Human Resources Division at 905-727-3123.

Artificial Intelligence Transparency Notice

At the Town of Aurora, we are committed to transparency and fairness in our recruitment process. While we utilize a recruitment system (ADP Workforce Now) with Artificial Intelligence (AI) powered capabilities, we do not currently use AI technology to screen, assess or select applicants relating to the recruitment process. While our system is equipped with AI tools, we prioritize a human-centered approach to recruitment. All candidate evaluations are conducted through direct human interaction, ensuring that hiring decisions are based on a thorough review

of qualifications, skills, experience, and corporate cultural fit. We remain committed to transparency, fairness, and compliance with all relevant legislation, including Bill 149, in order to protect the rights and privacy of all applicants.