



# **CITY OF AUSTIN DIRECTOR OF ANIMAL SERVICES**

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**MGT**





## **AN EXTRAORDINARY CAREER OPPORTUNITY**

The City of Austin is seeking a highly qualified individual to fill the Director of Animal Services position. This role reports to an Assistant City Manager.

The Director of Animal Services will have several exciting challenges to address and areas of opportunity to excel. Among these is leading the implementation of the department's newly approved Strategic Plan, intentionally building and maintaining strong relationships with external partners, developing a strong regional eco-system for animal welfare, and ensuring the Austin City Code and department procedures are updated. The successful candidate will be instrumental in program management, including Rehoming Your Pet, Community Cat Program, Free and Low Cost Services, and Community Outreach, as well as others.







## ABOUT AUSTIN

People in Austin enjoy the wide variety of what the city offers, including restaurants, museums, and nature trails, attending world class arts, culture and sporting events at The University of Texas at Austin, browsing uniquely local retailers and vintage shops, and cheering on Austin FC at the Q2 Stadium.

Austin is thriving and is fueled by an influx of people and businesses, making Greater Austin one of the country's fastest-growing regions. Austin is currently the 11th largest city in the U.S. and is projected to be the 3rd largest metro in the U.S. by 2100.

The City of Austin was recognized on the Forbes list of America's Best Large Employers 2025, ranking fourth among local government employers, and is the only government entity in Texas to make the list. U.S. News & World Report releases a series of lists each year, including the highly respected 150 Best Places to Live. They consider many factors to determine the best, including quality of life, the local job market, value for money, and the place's desirability. Austin is ranked #9 in the U.S. and #1 in Texas for 2025-2026 on that list. Austin is also ranked #9 for best place to find a job and #32 for Best Places to Retire in the US for 2025. In addition, U.S. News and World Report ranked the University of Texas at Austin as the #1 public university in Texas, 7th best public university in the nation, 30th among private and public universities, and 15 Austin Metro area high schools made the Best High Schools list. The highest ranked high school in Austin is AISD's Liberal Arts and Science Academy (LASA), which is ranked #6 in Texas and #38 nationally.

Austin's support of LGBTQ people who live and work in Austin led to the City scoring 100 points out of 100 on the 2024 Municipal Equality Index from the Human Rights Campaign.

Austin attracts many visitors with its live music events. It's one of the top things to do in Austin all year round – not only during internationally recognized events like South by Southwest and Austin City Limits Music Festival. As the "live music capital of the world," Austin serenades the community with live music in the airport terminal, on downtown streets, and at about 200 venues. Museums in town include The Contemporary Austin, the Blanton Museum of Art, and the Mexic-Arte Museum. Austin offers many community centers, gardens, parks, libraries, churches, synagogues, temples, and other houses of worship and contemplation.

Emerging as a player on the international scene, Austin is well known for its diverse events such as the Austin Food and Wine Festival, Rodeo Austin, Urban Cultural Fest, Reggae Fest, Blues on the Green, Austin Pride Festival, Austin Trail of Lights, NASCAR, and Formula 1. The city is home to notable employers such as the State of Texas, Tesla, Amazon, Apple, the University of Texas, Samsung Austin Semiconductor, Dell Technologies, Oracle, Meta, IBM, Google, Applied Materials, St. David's Medical Center, Indeed, U.S. Internal Revenue Service, Emerson, and Ascension Seton Health.

Located at the edge of the Texas Hill Country – rolling terrain of limestone bluffs, springs, rivers, and lakes – Austin's climate is ideal for year-round jogging, cycling, hiking on the city's many trails, or swimming at Barton Springs Pool or one of the area's many other swimming holes. There are several excellent golf courses in the area, as well as opportunities for rowing, kayaking, canoeing, camping, rock climbing, disc golf, mountain biking, fishing, and more. Austin has something for everyone.

## AUSTIN CITY GOVERNMENT

The City of Austin is a progressive, full-service municipal organization operating under the Council-Manager form of government. Austin's Mayor is elected from the city at large, and ten City Council members are elected from single-member districts. Terms of the Mayor and City Council members are four years, and terms are staggered so that a general election is held every two years, with half the council being elected at each election. Term limits for the Mayor and City Council members provide for two consecutive four-year terms. The City Council is responsible for the appointment of the City Manager, who is the Chief Executive Officer of the City, the City Clerk, the City Auditor, Municipal Court Judges, and the Municipal Court Clerk. To learn more about the dynamic City of Austin, visit [austintexas.gov](http://austintexas.gov).

## JOIN THE CITY OF AUSTIN TEAM

At the City of Austin, we are more than just an employer—we are a vibrant community dedicated to shaping one of the nation's most dynamic and innovative cities. As we strive to fulfill our commitment as public servants, it is important that we ground our efforts in a set of guiding principles – Empathy, Ethics, Excellence, Engagement, and Equity – anchors our approach in delivering services that significantly impact the lives of Austinites residents. Joining the City of Austin means embarking on a purposeful career, contributing to the community, and being part of a forward-thinking organization that values every employee.

To learn more about the City of Austin's guiding principles, [click here](#).

## WHAT MAKES THE CITY OF AUSTIN SPECIAL?

- **Make a Difference:** Join a team driving meaningful change in one of the fastest-growing cities in the nation.
- **Value and Innovation:** Work in an environment where employees are valued and innovation thrives.
- **Competitive Benefits:** Enjoy a comprehensive compensation package that includes generous leave, work-life balance programs, and extensive benefits.
- **Retirement Security:** Plan for the future with the City of Austin Employees' Retirement System.
- **Sustainable Transportation Options:** Commute easily with access to public transit and bike-friendly infrastructure.
- **Focus on Wellness:** Stay healthy through wellness programs, on-site fitness centers, and mental health support.
- **Career Growth:** Advance your skills and expertise with professional development and leadership opportunities.
- **Modern Workspaces:** Work in innovative and sustainable environments that foster collaboration and inspiration.

By joining us, you become part of a community that values its people and is committed to making Austin the most thriving and resilient city in the country.





## AUSTIN ANIMAL SERVICES

Austin Animal Services manages the municipal shelter for the City of Austin and the unincorporated sections of Travis County, providing shelter to 11,000 pets annually, as well as providing animal protection and pet resource services. The department accepts stray and owned animals regardless of age, health, species or breed and has maintained their status as a 'no kill' facility by successfully placing 95% of all pets. They meet this goal by placing all adoptable animals in forever homes through adoption, foster care, or rescue partner groups.



The department's mission is to provide public service and a safety net for lost and homeless animals in the community. There are numerous programs and partnerships designed to help pets in the shelter, in the community, and in the home.

With an FY26 operating budget of \$23.47 million, a civilian full-time employee count of 128.5, and over 200 volunteers, the department structure includes Administration, Field Services, Customer Service, Veterinary Services, Operations and Animal Care.



### THE POSITION

#### Purpose:

Under the general direction of an Assistant City Manager, this position oversees animal shelter operations and animal control services, ensuring effective program delivery, fiscal oversight, and community engagement to promote public safety and animal welfare in the Austin/Travis County community.

## DUTIES, FUNCTIONS AND RESPONSIBILITIES:

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

- Develops and monitors policies, procedures, and work activities to ensure compliance with guidelines and regulations.
- Plans, directs, evaluates, and provides oversight of Animal Services staff and departmental operations.
- Builds and maintains effective relationships with internal teams, government bodies, and external stakeholders.
- Identifies and addresses community concerns while assessing and enhancing the department's programs and services.
- Communicates progress, trends, and activities to City leadership, elected officials, and the public.
- Provides executive support to the Animal Advisory Commission and other officials to address community concerns.
- Responds to public, City, and media inquiries, resolving sensitive issues and complaints effectively.
- Serves as the animal control authority for public health and safety.

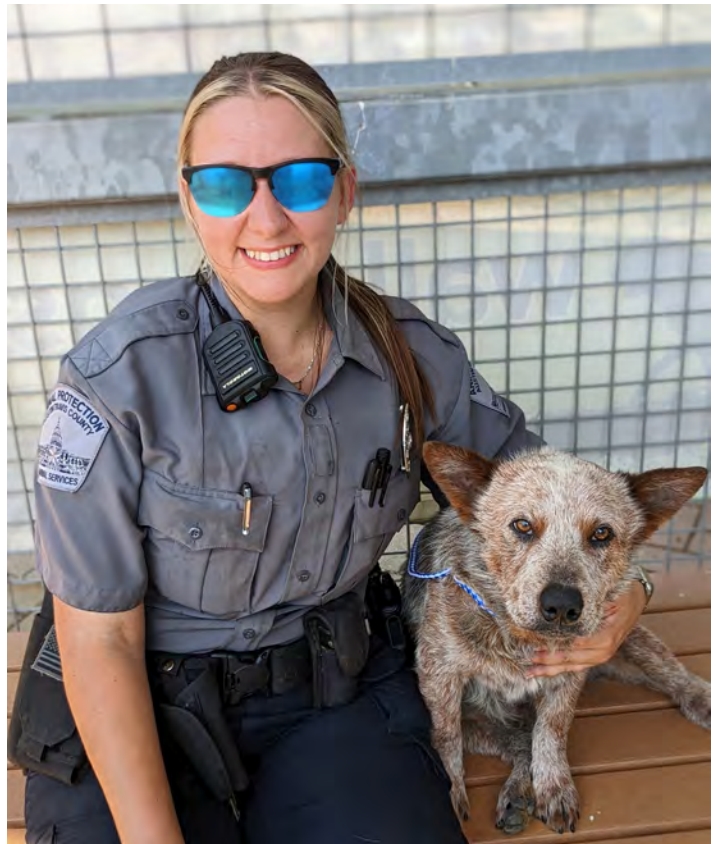
## RESPONSIBILITIES - SUPERVISOR AND/OR LEADERSHIP EXERCISED:

- Responsible for the full range of supervisory activities including selection, training, evaluation, counseling, and recommendation for dismissal.

## KNOWLEDGE, SKILLS, AND ABILITIES:

Must possess required knowledge, skills, abilities, and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Knowledge of fiscal planning and budget preparation.
- Knowledge of and skill in supervisory, managerial techniques, and principles.
- Knowledge of Federal, State, and Local laws and ordinances regarding animal care activities.
- Knowledge of best practices in animal care procedures and techniques.
- Skill in oral and written communications.
- Skill in handling multiple tasks and prioritizing.
- Skill in using computers and related software applications.
- Skill in data analysis and problem solving.
- Ability to train others.
- Ability to quickly recognize and analyze irregular events.
- Ability to establish and maintain effective communication and working relationships with city employees and the public.
- Ability to exercise initiative, judgment, and diplomacy in the management of Austin Animal Services.
- Ability to formulate new techniques and strategies for a more efficient operation of Austin Animal Services.



## MINIMUM QUALIFICATIONS:

- Graduation with a Bachelor's degree from an accredited college or university with major coursework in Public Health, Business Administration, Public Policy, or related field, plus five (5) years of progressively responsible management including fiscal management experience, two (2) years of which were in a managerial capacity.
- Graduation with a Master's degree from an accredited college or university may substitute for non-management experience up to a maximum of two (2) years.



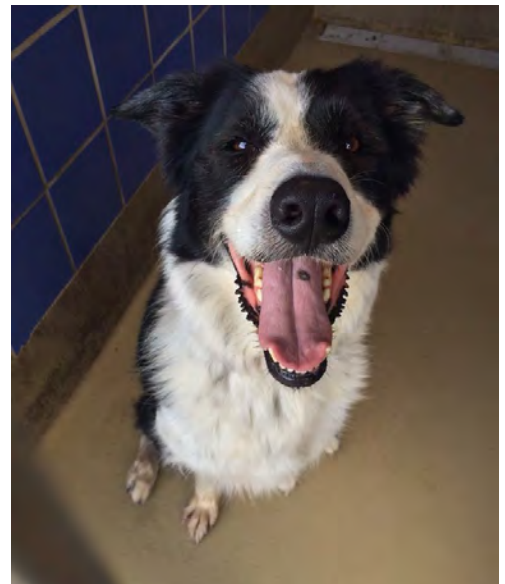


## THE IDEAL CANDIDATE

The ideal Animal Services Director is a transparent leader who excels at building trust across staff, volunteers, elected officials, and advocacy groups. They bring strong management and financial skills to guide complex operations, while fostering accountability, collaboration, and respect for professional expertise. With high emotional intelligence and a visible public presence, they can balance strategic vision with compassionate, informed decision-making in animal welfare.

The following core competencies are important for this role:

- **Exceptional Communicator** – The candidate must be skilled at engaging staff, volunteers, elected officials, and advocacy groups with clarity, transparency, and respect, with demonstrated skill in giving impactful presentations. They should value collaboration and be adept at delivering difficult messages while maintaining trust and creating strong partnerships with both City and County leadership.
- **Proven Manager of People and Resources** – The candidate should have a track record of leading large, diverse teams in complex organizations. They must inspire accountability, respect, professional expertise, and foster a collaborative culture. Strong financial and budgetary skills are essential to maximize limited resources and guide long-term investments.
- **Community-Focused and Politically Aware** – Success in this role requires navigating a highly visible and sometimes politically sensitive environment. The ideal candidate understands how to build consensus among diverse stakeholders, manage criticism, and balance competing priorities while keeping community confidence in the shelter's mission.
- **Strategic and Vision-Oriented Leader** – Beyond day-to-day management, the ideal candidate must be capable of driving the strategic plan forward, identifying innovative solutions to persistent challenges like overcrowding, and positioning Austin as a continued national leader in animal welfare. They should also be skilled in long-term planning, including facility expansion and regional collaboration.
- **Adaptive Problem-Solver with High Emotional Intelligence** – Stakeholders want someone who is flexible, innovative, and not afraid to try new approaches or learn from setbacks. The ideal leader demonstrates empathy, steadiness under pressure, and the ability to unite diverse groups around shared goals.
- **Public Presence and Trust Builder** – The candidate should be comfortable as the public face of the shelter—authentic, approachable, and proactive in outreach. They must strengthen relationships with rescue groups, advocacy organizations, and the broader community while reducing misinformation and fostering transparency.
- **Balanced Background in Government and Animal Welfare** – The desired candidate combines proven municipal/government management experience with their knowledge of animal welfare. This balance ensures they can handle complex bureaucracy while also making informed, compassionate decisions about animal care.







## COMPENSATION AND BENEFITS

The salary range is \$208,000 - \$218,000.

The benefits package includes medical, dental and vision coverage, life insurance, compensated leave, short-term disability, and retirement benefits. The city is a member of the Proportionate Retirement Program. Optional benefits include supplemental life insurance, a 457 deferred compensation plan, long-term disability plan, and a legal plan. Visit [austintexas.gov/department/active-employee-benefits](https://austintexas.gov/department/active-employee-benefits) to learn more about the City's employee benefits.

Reasonable relocation benefits will be provided to the successful candidate.

## HOW TO APPLY

To ensure consideration, candidates should apply by November 20, 2025. To apply, candidates must submit an application, a comprehensive resume, and cover letter online at [www.GovHRjobs.com](https://www.GovHRjobs.com). We recommend that interested candidates apply early in the process for optimum consideration.

For more information on this position, candidates may contact:  
Rodney Crain  
[rcrain@mgt.us](mailto:rcrain@mgt.us)  
(847) 380-3240, x154

*Information submitted for consideration may be made available to the public in compliance with the Texas Open Records Act.*

*The City of Austin is committed to compliance with the Americans with Disabilities Act. Reasonable modifications and equal access to communications will be provided upon request. For assistance, please contact 512-974-3210 or Relay Texas 7-1-1.*



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