

**Jennifer A. Walter**

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**Employment:**

**Animal Program Manager; August 2014 – Present**

Animal Care and Protective Services Division; City of Jacksonville, FL

- Oversee day to day operations of municipal animal control and adoption agency with an average annual intake of 10,000 animals per year and 90% save rate.
- Assist in long term planning and organizational development to ensure lifesaving programs continue moving forward.
- Manage animal population and capacity, monitor sheltering statistics, and identify ways to increase save rate.
- Implement, coordinate, and manage animal programs to provide quality of life for animals while improving adoptability and increasing save rate with limited resources.
- Perform a variety of administrative tasks including employee discipline and interactions between city council and administration.
- Manage effective customer relations with the general public, adopters, fosters, volunteers, partner agencies, civic organizations, supporters, and elected officials.
- Provide leadership and guidance for supervisory staff using performance metrics to meet the division's mission and vision.
- Coordinate veterinary care and animal transfers with partner agencies when medical needs or capacity exceed in house capabilities.
- Develop standard operating procedures for daily and emergency operations.
- Create and manage animal sheltering and response plans for natural and man-made disasters.
- Write grants, ensure compliance, and compile follow up reports.
- Manage social media activity and respond to requests from media outlets.

**Referral Services & Clinical Outreach Coordinator; May 2013 – August 2014**

Allegheny Veterinary Emergency Trauma and Specialty; Monroeville, PA

- Responsible for building and maintaining professional relationships with primary care veterinarians in Western Pennsylvania.
- Participate in bi weekly and quarterly strategic leadership team meetings including evaluation of profit and loss statements.
- Identification of potential referral sources and initiation of dialogue with key decision making veterinarians.
- Obtain market research by meeting directly with referring veterinarians and key office staff.
- Promote veterinary emergency and specialty services to referral sources through scheduled meetings, hospital drop in visits, cold calls, and presentations to staff.
- Develop and maintain marketing visitation guide and referral partnership guide.
- Small Animal Conference and Expo event planning including venue arrangements, solicitation of sponsorship, communication with speakers, and invitation and registration of over 200 attendees.
- Basic graphic design for promotional and marketing materials.

**Clinical Operations Assistant Manager; July 2011 – May 2013**

Allegheny Veterinary Emergency Trauma and Specialty; Monroeville, PA

- Responsible for the supervision, training, evaluation, and disciplinary actions for all support staff.
- Created and revised administrative and clinical standard operating procedures in both emergency/critical care and specialty departments.
- Reviewed resumes, conducted interviews, and made decisions on applications for employment.
- Responded to and processed all client complaints with heavy emphasis on diffusing situations involving difficult and emotionally charged clientele.
- Conducted in hospital lectures and training sessions.
- Facilitated externship program with local veterinary technology institutions.

**Veterinary Technician, Internal Medicine and Oncology Specialty; May 2010 – July 2011**

Allegheny Veterinary Emergency Trauma and Specialty; Monroeville, PA

- Trained and educated new staff members within the internal medicine/oncology department.
- Administered chemotherapeutic agents using appropriate personal protection equipment.
- Assisted in anesthetic procedures including, but not limited to, bone marrow aspiration and biopsy, placement of percutaneous endoscopic gastrostomy (PEG) tubes, trans and endotracheal washes, bronchoalveolar lavage and esophageal stricture ballooning.
- Responsible for patient positioning and operation of advanced imaging equipment including ultrasonography, endoscopy, CT and MRI.

**Adjunct Instructor; August 2009—December 2009**

Vet Tech Institute; Pittsburgh, PA

- Conducted organized and educational lessons while maintaining classroom control and fostering class participation.
- Submitted student attendance, grades, and advisement forms in a timely fashion.
- Ability to combine both lecture based coursework with hands on learning.
- Arrived to class on time and prepared to accomplish daily class objectives.

**Inventory Manager / Hospital Manager / Senior Veterinary Assistant; July 1996 – August 2009**

Northern Pike Veterinary Hospital; Monroeville, PA

- Created job postings for available employment opportunities, reviewed submitted resumes and conducted interviews.
- Organized and executed at home pet medication delivery service including its integration into veterinary software, procedures and policies, price setting, prescription tracking, hospital costs and profits, and staff pharmacy guidelines.
- Managed and controlled hospital inventory of pharmaceuticals, supplies, and nutrition including the generating, placing, and tracking of orders and invoices.

**Education:**

**Bachelor of Science, Saint Vincent College; May 2002**

**Major:** Biology (concentrating in organismal and microbiology)

**Research Thesis:** *The effects of Ginseng and Echinacea extracts on the growth of microbial populations.*

**Volunteer Work:**

**Vice-President & Founding Member**

The Proper Pit Bull; Greensburg, PA

**Animal Rescue Volunteer**

Humane Society of the United States

**Volunteer Coordinator**

Hello Bully; Pittsburgh, PA

**Certificates/Licenses:**

**Veterinary Technician Licensure (LVT), Delaware**

**Animal Control Officer Certification; Florida Animal Control Association**

**Euthanasia Technician Certification; Florida Animal Control Association**