

## Heather “Nikki” Rappa

Nikki started at Hayward Animal Services Bureau (HASB) in 2006 as an Animal Care Attendant. There she found her love for dog behavior, specifically focusing on dog-to-dog interaction. She was promoted to Police Records Clerk in 2013, where most of her time was spent assisting the community. In 2014 she became the acting Shelter Supervisor. In 2017 she was promoted to full time Shelter Operations Supervisor. As a supervisor she oversees the shelter’s Animal Care Attendants, Animal Control Officers, front office Records Clerks, and the Volunteer Coordinator. The variety of the positions she has held allows her to bring a unique perspective to her job. Nikki's future goal is to eventually become a director of a municipal shelter. In her free time, she enjoys spending time with her family and binge-watching way too much TV.