



Stafford Animal Shelter

Job Description: Director of Operations

Reports to: Executive Director

Hours: Full Time, Exempt, Salary

Essential Duties and Primary Job Purpose:

Oversees the daily operations of all animal care, adoption and animal services programs, vet clinic, facility and grounds. Responsible for maintaining the highest level of animal care, enrichment, and medical care, and ensuring appropriate intake, transfer, evaluation, and outcomes for all SAS animals. Hires, trains, supervises, evaluates, and manages the performance of shelter and veterinary personnel to ensure effective and efficient operations of the shelter and related programs. Assists the Executive Director with administration, budgeting and management with respect to goals and objectives of the organization.

Representative Tasks & Major Responsibilities:

Shelter Operations:

1. Directs and assures that animal behavior, animal control, animal intakes, animal sheltering, adoptions and dispositions, and client service programs are operated in a coordinated, cooperative, effective and efficient manner that is consistent with policy.
2. Stays current with best practices regarding shelter and vet clinic operations and makes recommendations to the ED to implement these practices as appropriate.
3. Develops, implements, and modifies procedures as needed to assure efficient shelter operations and fulfillment of SAS's goals.
4. Ensures that records and tracking systems such as log books, receipts and animal databases are maintained in an accurate and effective manner.
5. Supervises the procurement of equipment, materials, and supplies for shelter and veterinary operations while conforming to the approved budgets.
6. Responsible for maintaining a safe work environment, management of operational staff and volunteer safety programs.
7. Responsible for maintaining a high level of cleanliness, upkeep and sanitation in all areas of the shelter, including animal care and housing areas, storage and auxiliary areas, public areas, and staff break rooms.
8. Reviews, handles, or directs general shelter correspondence in a timely manner and in keeping with customer service goals.
9. Listed on-call for emergency shelter situations, including veterinary emergencies and alarm calls.
10. Regularly compiles and presents reports to the Executive Director.

Customer Service:

11. Maintains a positive public visibility, relations, and interface in a manner befitting a leadership position in the shelter.
12. Acts as a customer service representative when necessary to deal with difficult situations, complaints, special requests, and when needed based on staffing.

Animal Care:

13. Oversees the care and treatment of all animals residing at the shelter, working within budget restrictions to achieve the highest possible levels of humane housing, feeding, behavioral enrichment, exercise, and medical care.
14. Manages operations and behavior staff to ensure progressive behavior evaluation and enrichment programs, including work aimed at improving the quality of life or behavioral adoptability of dogs and cats while at the shelter.
15. Oversees the animal evaluation process (behavioral and medical) and is responsible for adhering to the organization's policies and procedures regarding the classification and determination of adoptability of an animal.
16. Manages city and county animal control programs and stray pet intake processes.
17. Responsible for ensuring humane euthanasia practices and policies throughout the shelter and for maintaining all Drug Enforcement Agency (DEA) records to stay in compliance with federal and state laws. The Operations Director is expected to become a Certified Euthanasia Technician licensed in the State of Montana.

Personnel and Volunteers:

18. Supervises the operations staff, including the veterinary staff, behavior staff and department leads. Manages direct reports as outlined in the Organizational Flow Chart.

19. Primarily responsible for the hiring, training, supervision, evaluation, promotion, and termination recommendations of shelter staff members.
20. Responsible for creating, modifying and implementing operations staff training and education programs.
21. Responsible for assuring that proper policies and procedures are followed in all departments. Addresses employee grievances and complaints.
22. Works with the Front Desk Manager to effectively utilize and manage SAS volunteers in all aspects of animal care and enrichment, adoption programs, and customer service.

Qualification Requirements: *(To perform this job successfully, an individual must be able to perform each essential duty and task satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.)*

1. Commitment to the mission, policies, and goals of SAS.
2. Demonstrated problem solving skills effective in identifying the *problem*, proposing solutions and implementing the solution.
3. Experience in the animal care field, including extensive knowledge of current best practices, knowledge of shelter medicine protocols, and canine and feline behavior and training.
4. Proven ability to assess organizational needs and address those needs by developing or modifying programs within budgetary constraints.
5. Demonstrated experience managing a team toward achievement of goals.
6. Excellent written and verbal communication skills, including personnel interviewing and mediation, and public speaking.

Special Machines, Tools, and Equipment Used: Computers, standard office equipment, and shelter vehicles. Animal handling and care equipment such as catch poles, nets, pressure cleaning system and humane traps. Power washer and various approved sanitizing products.

Job Demands:

- Working alone or with minimal supervision, must be self-motivated.
- Management-level job experience.
- Working under pressure with a public audience.
- Patience and tact when working with difficult, emotional, or angry people.
- The ability to create detailed, accurate written materials.
- Alertness and great attention to detail with animal handling and human relations.
- Speaking and writing effectively and clearly in a professional manner individually and to groups.
- Computer proficiency and word processing, spreadsheets, email, and shelter database software.
- Ability to assess operational needs and assign and supervise staff to meet those needs.
- Handling people and animals in a pleasant, courteous and professional manner.
- This is an exempt position and there may be weeks where the job requires more than 40 hrs.

I understand the requirements of this position. I also understand that the duties listed above may not be all inclusive of the duties I will be required to perform.

Signature: _____

Date: _____

Employment Disclaimer: This job description is not a contract – management reserves the right to change its content at any time. This organization does not discriminate on the basis of race, color, religion national origin, ancestry, sex, age disability or status as a disabled veteran. This organization is an Equal Opportunity Employer.