Director of Operations

Deadline: 5 p.m. MST, Monday, February 6, 2017
Foothills Animal Shelter may stop accepting applications prior to the deadline and interested candidates are strongly encouraged to submit their materials before February 6.

Department: Operations

Reports to: Executive Director

Number of Direct Reports: 3

Status: Full-time, exempt

Schedule: 40 hours, variable

Foothills Animal Shelter, employing 50 staff and serving 11,000 animals annually, is seeking a collaborative systems-thinker to lead its Operations Department. To be successful in this role, you must possess significant operations, animal welfare, and senior leadership experience, and an energy to motivate and develop staff and process efficiency. This position oversees organizational functions including kennel management and care, facilities and maintenance, safety and compliance, animal inventory, processing, and movement, and animal behavior and evaluations.

Position Summary:
The Director of Operations supports the Shelter’s mission to deliver high-quality kennel management and shelter operations. This position will report to the Executive Director and be responsible for driving operational efficiency through data-driven process improvement strategies. This position will collaborate regularly with Shelter staff to ensure policies and procedures are followed and the Shelter is compliant with all federal and state agencies. The Director of Operations will oversee the design and execution of scheduling, procedures and operational workflows, and staff roles and responsibilities to support the delivery of high quality, efficient shelter management.

Major Responsibilities:
- Oversees and serves as the main point-of-contact during emergencies, including facility closures and mass intake and evacuations.
- Develops and manages the budget and strategic direction of the Department.
• Ensures humane care and treatment of shelter animals is provided always.
• Oversees hiring, management, supervision, and training of the Kennel Care, Animal Enrichment, and Facilities staff.
• Works closely with the Director of Veterinary Services to ensure proper sanitation, nutrition, and health of the Shelter’s animals.
• Oversees volunteer participation in services and programs.
• Oversees operation of all short-term and long-term shelter housing.
• Oversees disposition planning, including adoption preparation, isolation care, return-to-owner, bite, court and protective custody holds, transfers, euthanasia and cremation.
• Oversees all behavioral assessment and animal enrichment programs.
• Collaborates with shelters, rescue groups and other animal welfare partners to facilitate veterinary care, transfers and community education.
• Works closely with Animal Control Officers to support their public safety and rescue efforts.
• Oversees facility, vehicle and grounds maintenance.
• Collects, analyzes and disseminates monthly and yearly operational and statistical reports.
• Establishes policies, procedures and operating standards, and support the work and strategic direction of the Board of Director and the Shelter’s department directors.
• Professionally represents the organization to the Shelter’s customers, stakeholders and the public.
• Participate in monthly Board meetings and annual strategic planning.
• Reviews and approves animal and customer care invoices and expenditures for accuracy and budget compliance.
• Prepares and disseminates monthly and annual reports and statistics on shelter outcomes, including the Asilomar Accords.
• Manages and maintains availability of operations supplies and inventory.
• Promotes good public relations with Animal Control Officers, clients, volunteers, and all citizens of the jurisdictions served by the Shelter.
• Identifies and corrects problems that could be damaging to the image of the Shelter.
• Assists Shelter staff and volunteers in situations requiring immediate problem solving.
• Responds immediately to customer concerns and complaints.
• Performs other administrative duties as assigned.
• Hires, trains and schedules animal care, customer care and facility maintenance staff.
• Provides regular feedback and performance evaluations, as well as disciplinary action as needed, to staff in accordance with the Shelter’s personnel policies; communicates outstanding accomplishments as well as performance concerns to the Executive Director.
• Acts to correct hazards and or noncompliance of safety measures by staff or volunteers.
• Facilitates staff and team meetings.
• Works closely with the Director of Volunteers to teach staff to work positively with volunteers and to further facilitate effective volunteer involvement in the Shelter.
• Promotes teamwork by demonstrating a cooperative, flexible, adaptable and helpful attitude with all staff and volunteers.
• Supervises and performs euthanasia as dictated by the policies of the organization in a timely and compassionate manner; ensures proper humane handling and disposal of euthanized animals; ensures all appropriate safety procedures are followed and accurate DEA documentation is completed and retained; oversees the scheduling and training of staff; ensures the appropriate equipment, tools and supplies are in place and in good working order.
• Oversees the intake, humane care, cleaning, feeding and transfer of animals.
• Serves as the primary Court Liaison, ensuring court hold and abuse/neglect case recordkeeping is maintained and billing and payment for restitutions is accurate. Represents the Shelter at court cases.

**Kennel Care and Animal Enrichment:**
• Ensures proper safety procedures are followed and OSHA standards are met always in all operations.
• Ensures the facility, animal caregiving and programs meet or exceed PACFA regulations.
• Ensures excellence in care of animals in the Shelter’s adoption kennels, stray kennels, receiving areas, bite and hold kennels, isolation units, off-site adoption areas and transfer vehicles.
• Works in partnership with the Director of Veterinary Services to ensure sanitation, examination, vaccination and medication protocols and procedures are adhered to.
• Oversees training of Kennel Care staff and volunteers, including animal care orientation and safety, animal behavior and handling, animal enrichment, and record keeping.
• In consultation with staff veterinarians and health care team members, ensures proper treatment and care of sick animals and works closely with the staff veterinarians to prevent and treat contagious disease and illness.
• In consultation with the Director of Veterinary Services and Executive Director, makes final decision on medical treatment to be provided to animals in the Shelter’s custody and care, including those treated off site. Authorizes approved treatments within budgetary restraints.
• Oversees, conducts and facilitates animal behavior evaluations to determine adoptability of animals, per established policies of the Shelter.
• Establishes and maintains effective working relationships with rescue groups and or other shelters to facilitate transfers and mutual response.
• Ensures every animal can be accounted for in the Shelter and that all paperwork and the database record is accurate and complete.
• Ensures timely and accurate documentation, forms and data entry is completed for all animal transactions, including hold/disposition status, transfer records, court holds, bite holds and protective custody holds.
• Maintains all supply and equipment inventory for animal care.
• In consultation with the Director of Veterinary Services and Animal Enrichment Manager, evaluates and determines disposition of animals in care of the Shelter per established policies and procedures.
• Ensures daily animal inventory is maintained and accurate.

Facilities:
• Hires and supervises the Facility Manager.
• Ensures the grounds, facility, vehicles, and any rental units are well cared for, exceptionally maintained, and meet the standards and expectations of the County.
• Ensures all preventative maintenance schedules are being adhered to.
• Ensures all safety protocols are being followed.
• Plans for the use of facility space, equipment and tools for evacuations, mass intakes, and other special sheltering cases.

Required Knowledge, Skills, and Abilities:
• Extensive knowledge of safety and compliance laws, regulations, and standards.
• Knowledge of policies and procedures to manage operations and ensure effective kennel management and animal care.
• Behavior/animal evaluation and animal handling knowledge.
• Skill in analyzing situations accurately and taking effective action.
• Ability to evaluate and make recommendations for continuous quality and process improvement.
• Ability to analyze complex data and draw conclusions needed to develop policies and procedures.
• Ability to communicate clearly and effectively, written and verbal.

Working Conditions:
• On call 24 hours a day, 7 days a week.
• Must maintain flexibility in work schedule to respond to emergencies or work as needed.
• Noise, odors, chemical fumes, animal hair and dander are encountered due to equipment and animals.
• Subject to animal bites and scratches.
• Must be able to manage the emotional aspect of routine euthanasia of healthy, sick, and injured animals.
• Must be able to handle the range of emotions that may be presented by animal owners and the Shelter stakeholders.
• Occasional lifting of up to 75 lbs. with reasonable accommodations.
• Frequent standing on concrete floors, bending, and stooping.
Equipment Used:
- Animal handling equipment and tools: leashes/leaders, muzzles, hide boxes, shields, behavior assessment tools, catch poles, and squeeze gates.
- Office equipment and personal computer.
- Internet-based database software (Shelter Buddy, PetData, etc.).
- Shelter or personal vehicle.

Required Experience and Education:
- Minimum 5 years animal welfare experience with at least three years in a management-level or higher role.
- Bachelors degree or equivalent experience a must. Masters or additional training preferred.
- Six Sigma / TQI training or certification a plus.
- Euthanasia certification or the ability to become certified within first 6 months of employment.

Compensation and Benefits:
Foothills Animal Shelter offers a competitive total compensation package. Benefits include 100% employer-paid medical and dental insurance, vacation and sick leave, expense reimbursement, and more. Salary is negotiable depending upon experience.

To apply:
Email a cover letter and resume detailing your qualifications and experience as it relates to this opportunity to reveleigh@fas4pets.org no later than 5 p.m. MST, Monday, February 6, 2017. Please include your salary requirements. Candidates who fail to provide all of the information requested may not be considered.

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