JOB TITLE: Operations Director

DEPARTMENT: Shelter Operations

REPORTS TO: Executive Director

DIRECTLY SUPERVISES: Shelter Manager, Customer Service Supervisor, Behavior and Training Manager and Volunteer Coordinator

VISION: The Woods Humane Society staff thrives on bestowing all patrons with top-notch customer service; all animals with the best possible care our resources permit; to perform daily in an effective and efficient manner and to provide a pleasurable work environment rich in practical learning and team work.

PURPOSE OF POSITION: The Operations Director is responsible for the daily operations of the Woods Humane Society facility, internal systems, policies & procedures and the majority of the organization’s staff. The Operations Director provides leadership, oversight and long range planning to ensure that all areas are operating at the highest standard possible.

QUALIFICATIONS:
- Bachelor’s Degree and/or 5 years of relevant experience
- Minimum of three years management experience, preferably within an organization of 20 or more
- Demonstrated supervisory knowledge, including motivational techniques and professional development/training methods
- Demonstrated program management knowledge including basic statistical methods, budget development and oversight, and knowledge of local, state and federal regulations for the workplace
- Excellent interpersonal skills and a commitment to helping others reach their full potential
- Ability to work in an emotionally taxing field – a positive attitude and sense of humor are essential
- Experience with commercial facility maintenance and equipment issues including identifying problems, recruiting and managing contractors, negotiating contracts and problem resolution throughout the payment phase
- Experience in coordinating management of retail sales including product research, pricing decisions, establishing vendor agreements, inventory management and financial analysis
- Experience in OSHA and fire compliance issues including training of staff
- Willingness to work a flexible schedule including some nights and weekends

KNOWLEDGE AND SKILLS:
• Knowledge of Occupational Safety and Health Administration (OSHA) and MSDS safety rules
• Excellent interpersonal, organizational and motivational skills as well as the ability to work well in a fast-paced environment and handle multiple tasks at once
• Excellent oral and written communication skills and a genuine desire to model and facilitate productive communication in the workplace

WORKING ENVIRONMENT:
Work is performed in an animal shelter. Potential for exposure to environmental factors such as temperature variations, high noise levels, zoonotic diseases, animal waste, hazardous chemicals or chemical materials requiring OSHA Material Safety Data Sheets, anesthetics, sharp objects and potential hostile persons and/or dangerous and fractious animals.

PHYSICAL REQUIREMENTS:
• Ability to stay standing or active during entire shift
• Ability to lift and carry objects and animals of moderate weight
• Ability to lift, bend, stoop, kneel, crouch, push and other strenuous activities

SCHEDULE:
Full-time exempt, some nights and weekends required

Sunday OFF (some Sundays required)
Monday 8:00 a.m. – 5:00 p.m.
Tuesday 8:00 a.m. – 5:00 p.m.
Wednesday 8:00 a.m. – 5:00 p.m.
Thursday 8:00 a.m. – 5:00 p.m.
Friday 8:00 a.m. – 5:00 p.m.
Saturday OFF (some Saturdays required)

RESPONSIBILITIES:

• Responsible for the hiring, supervising, coaching and training of staff, providing regular, on-going feedback and timely evaluations.
• Monitors safety compliance for staff and volunteers.
• Address employee problems and grievances observing employment laws
• Maintains shelter records and statistics that include but are not limited to: animal population, adoption, euthanasia, and spay/neuter.
• Oversees the ordering and inventory of shelter supplies and equipment and assures that appropriate quantities of all supplies are on hand at all times. Regularly researches new products, equipment and pricing.
• In partnership with the Director of Shelter Medicine and department supervisors, enforces all policies and protocols to protect the health and well-being of the animal in our care.
• Leads staff discussions regarding placement decisions, behavior plans, and other animal-related concerns.
• Conducts meetings with staff to review procedures, discuss workplace issues and share ideas to improve animal care, the customer service experience and the organization in general.
• Meets with the Executive Director to develop long-range programs and regularly review policies and procedures.
• Oversees intakes and adoptions and ensures that the public receives accurate information and excellent customer service. When necessary assists staff with tense situations involving the public.
• Responsible for the upkeep and maintenance of Woods Humane Society’s 25,000 square foot facility. Manages all capital improvement projects.
• Works with the Executive Director to prepare the annual budget and closely monitors income and expense throughout the year.
• Carries out other duties as assigned by the Executive Director.