

Job/Position Title: Director of Operations

Status: Exempt

Date: December 2022

Live Your Why at BTAA: Join a team who is making the world better for cats, dogs, and the people who love them. Better Together Animal Alliance (BTAA) has one goal, and that's to keep animals out of cages and in loving homes. By providing supportive community-based programs to people and animals, fewer animals need our help. Our leadership team, operations and support staff, and volunteers unite behind our mission to create and support meaningful connections by enhancing the lives of cats, dogs, and the people in our community who love them. Together, we provide compassionate, non-judgmental support to animals who need us, and we build long-term relationships with the people we serve. Along the way, we work together to innovate and advance the field of animal welfare and we have fun doing it. We're seeking a new team member who wants to be a part of meaningful work, holds high standards for themselves and those around them and wants to enjoy living and working in beautiful North Idaho.

Primary Purpose: The Director of Operations (DOO) will oversee and implement all care center programs and operations ensuring best practices in animal care and handling to maximize the impact of BTAA lifesaving efforts. The DOO provides top-notch operational leadership and oversight and will create opportunities for staff to excel in their responsibilities and develop skills enabling them to grow professionally at BTAA. The DOO manages the BTAA care center operations departments including all animal care teams and facilities. The DOO ensures quality animal care and care center cleanliness, and programming in accordance with the BTAA mission, goals, vision, and resources. This is a supervisory position with responsibility for evaluating staff performance, scheduling staff, managing and creating budgets, and writing and enforcing policies and procedures for care center operations. Under the direct supervision of the Executive Director, the DOO will be responsible for ensuring compliance with all regulations and guidelines for BTAA. This position will drive continuous improvement with a strong focus on best practices in animal care, care center operations, leadership, staff development, and customer service.

Reports to: Executive Director

Essential Duties/Responsibilities:

1. Oversee day-to-day operations by actively monitoring daily activity and proactively troubleshooting issues as they arise, ensuring regular communication with Directors on issues of concern, barriers to effectiveness, and positive improvements.
2. Works collaboratively with the Medical Director and Executive Director to improve intake and length of stay.
3. Strategize, develop and implement initiatives that streamline operations, improve customer service, and/or enhance programs, ensuring continued growth and progress in relation to annual and future goals.
4. Manage, direct, and evaluate assigned staff according to company policies and employment laws and ensure relevant HR procedures are followed; process employee concerns and problems; document performance including disciplinary actions and employee performance evaluations; conduct interviews, hire, and complete new hire onboarding.
5. Develop, maintain, and evaluate program standards for animal care, adoptions, transfer programs, customer service, and any other related activities.
6. Research and implement programs to ensure staff utilize best practices in all aspects of their work including but not limited to basic animal care, behavior, training, and kennel enrichment. Responsible for tracking and ensuring implemented programs are practiced on a routine and consistent basis.
7. Conducts meetings with staff to review procedures, discuss workplace issues and share ideas to improve animal care, the customer service experience, and BTAA in general.
8. Monitors programs to ensure compliance with OSHA regulations. Monitor safety compliance of staff and take immediate action to correct hazards.
9. Plan, forecast, and report on the performance of relevant areas including overall industry trends and other pertinent information. Establish, implement and evaluate goals and objectives for related duties.
10. Manage work activities and develop staff competence so as to optimize and sustain sales, adoptions, donations, agency promotion, and overall customer satisfaction.
11. Maintain departmental budgets within organizational limits and prepare an annual draft budget for the department.
12. Meets with the Executive Director to develop long-range programs and regularly review policies and procedures.
13. Communicates effectively with the Executive Director on relevant issues, keeping them informed in a timely manner.
14. Responsible for the production of monthly activity reports as well as providing any other reports related to their departments and/or duties as requested by the Executive Director and leadership team.
15. Create policies and procedures for related duties. Responsible for the maintenance of these documents and communication to relevant staff.
16. 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.
17. Maintain inventory and place orders to ensure ongoing adequate supplies.

18. Manage vendor relationships and contracts, regularly identifying cost savings solutions. Monitors costs and collects competitive bids when appropriate.
19. Oversee proactive and reactive maintenance of the building fixtures, furnishings, grounds, systems and structures; arrange for maintenance either by internal staff or through coordination of subcontractors.
20. Lead staff to maintain a well-organized, clean, and safe facility. Oversee safety program for the facility.
21. Maintain various phone and computer software and operation of the server, obtaining help from technical specialists when necessary for upgrades and problem solving
22. Identify and develop external collaborations and partnerships to improve program outcomes.
23. Participate in public relations activities, fundraising events, tours, lectures, and other BTAA activities as requested.
24. Provide friendly, professional, and knowledgeable service to the public. Respond to customer and staff concerns, resolving complaints, special requests, and issues.
25. Participate in disaster preparedness and response activities for the care center and community as it relates to animal-related needs.
26. Attend and participate in regular departmental and care center meetings. Attend educational venues as recommended/approved.
27. Address and/or report any safety hazards or unsafe use of BTAA equipment.
28. Provide emergency support for the care center as needed on-call.
29. Other duties as assigned by the Executive Director.

Working Conditions:

Work is completed in an animal care center. Potential for exposure to environmental factors such as temperature variations, high noise levels, animal diseases, and 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.

Mental Demands:

Ability to work in an emotionally taxing field. This could include working under high-stress situations when an emergency needs to be attended to. Individual must be alert, decisive, and able to handle all types of stress. Must be a team player and work closely with other staff members in a positive and helpful manner. This position requires good organizational skills, good communication skills, and the ability to multitask. Requires emotional capacity to handle euthanasia-related decisions. Requires exceptional attention to detail, courteous and professional demeanor, and extensive interaction with staff and the public. There is a significant amount of responsibility regarding the well-being of the animals. Must be able to educate, instruct and empathize.

Physical Demands:

Must have the physical ability to engage in repetitive motions of legs, arms, and hands, to hear, to see, to move animals and goods, to bend, to twist, to be pulled, to lift arms above the head and lift up to 50 pounds unassisted. Must have the physical ability to walk and/or stand on feet throughout the workday. May be exposed to unpleasant odors, noises, and animal bodily fluids or feces. May be exposed to aggressive, ill, and/or injured animals, as well as bites, scratches, and infectious animal diseases. Should be able to handle animals of various sizes and temperaments and have adequate reflexes to deal with shy, fearful, or potentially aggressive animals. Must be able to work at a fast and efficient pace while maintaining safety and health standards for both the workers and the animals. Must be able to respond quickly to emergencies.

Minimum Requirements:

- A minimum of 3 years experience in a managerial role in an animal shelter.
- Fear Free Certified preferred.
- Demonstrated supervisory knowledge, including motivational techniques and professional development/training methods.
- Background in maintaining a strong volunteer base preferred.
- Demonstrated program management knowledge including basic statistical methods, budget development, and oversight.
- Knowledge of Occupational Safety and Health Administration (OSHA) and MSDS safety rules.
- A skilled and experienced professional who is inspired by the opportunities and challenges of working with pets and people.
- The ability to ensure humane, effective, and efficient functioning of all aspects of care center operations including animal intake, daily care, adoptions, and customer service.
- Familiarity with animal handling, diseases, and behavior (particularly dogs and cats).
- Strong interpersonal, supervisory, and customer service skills.
- Experience with MS Office, Excel, and Google Office. PetPoint is a plus.
- Requires a valid driver's license with a clean driving record.

General Qualifications:

- Must be willing to support the mission of the Better Together Animal Alliance.
- Knows, understands, and follows procedures and policies of the Better Together Animal Alliance.
- Must treat all animals humanely, with love and concern both on and off the job.

- General knowledge of pet behavior and care.
- A positive attitude and ability to collaborate are a must.

Additional Qualifications that would benefit this position:

- Dynamic, motivated, proven leader. A passion to provide the highest standard of care for animals and being of service to the people who love them.
- Ability to think “outside of the box” in evaluating programs.
- Strong organizational, planning, and critical thinking skills.
- Demonstrated ability to gather and analyze facts/data, devise solutions and implement plans.
- Self-motivated with the ability to work independently as well as collaborate with others.
- Results oriented and able to work under pressure and handle multiple tasks at one time.