



Job Description

TITLE: Assistant Director of Operations

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FLSA: Exempt (salaried)

REVISED: August 25, 2017

REPORTS TO: Director of Operations

SUPERVISES: Assigned Department Managers and Staff

Position Summary:

Responsible for assisting in the direction and supervision of animal-related facility programs, procedures and resources including: animal housing, shelter flow, adoptions, veterinary clinics and initiatives, educational outreach, community engagement and volunteer, and any other innovative programs related to the overall humane care and well-being of animals.

Essential Duties and Responsibilities:

- Oversees the hiring and training of managers and staff, and regularly reviews and evaluates job performance; responsible for assuring that proper policies and procedures are followed in these departments; addresses all employee grievances and complaints in these departments.
- Analyzes statistical data to develop new strategies, figure projections, and determine trends using a variety of computer software programs; develops and conducts research projects; regularly compiles and presents reports to the Director of Operations on animal placement and other related operations and activities.
- Evaluates all new and on-going projects regularly to determine and implement needed changes; regularly reviews policy and procedures manuals and standard operating procedures to assure compliance with local, state and federal guidelines and the facility mission.
- Continuously institutes subordinate staff training, continuing education seminars and professional development programs to assure staff is aware of new and revised policies, procedures, rules and regulations.
- Responds to complaints about subordinate employees, volunteers and associated facility procedures; assists subordinate department managers and separate activity staff when dealing with difficult situations; assures timely completion of subordinate employee accident report investigations by the applicable managers and supervisors.
- Reviews budgets of assigned operations departments and assists department managers with fiscal planning; assists with development of annual budget for assigned departments, and monitors revenue and expenses in relation to annual budget; serves as contract agent for reporting departments/activities and negotiates with vendors for services/supplies for those departments/activities.
- Meets with the Director of Operations regularly to determine strategies; coordinates efforts with the Director of Operations in developing, implementing, interpreting and updating animal placement procedures and public facing programs; attends meetings as required.
- Act as liaison with local government animal control jurisdictions and enforcement officers.
- Meets with civic groups, schools, special interest groups and the media to explain company policies and procedures and educate the public about animal care and welfare issues.
- If certified, performs humane euthanasia as needed.
- Develops and directs special projects.
- Maintains a professional appearance at all times.



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- Composes correspondence and other documents; performs clerical duties to support the operations of the assistant director functions.
- Provides information and assistance to internal and external customers as required.
- Contributes to the efficiency and effectiveness of the unit's service to its customers by offering suggestions and directing or participating as an active member of a work team.
- Other duties as assigned.

Education and Experience Requirements:

- Equivalent to a Bachelor's Degree.
- Three years of operational experience at an animal shelter environment, one year of which was in a supervisory role. Must have demonstrated knowledge and/or experience with current and best practices related to animal welfare and shelter operations.
- The above requirements are minimum. Additional experience may be substituted for up to three years of education on a year for year basis.

License & Certification Requirements: Valid Class C Nevada Driver's License.

Required Knowledge and Skills:

Knowledge of:

- Principles and practices of customer service.
- Principles and practices of supervision and management of staff.
- Principles and practices of program management to include basic statistical methods, fiscal and budgetary practices, and knowledge of local, state and federal regulations for the workplace.
- Standard office administrative practices and procedures, including record keeping systems and the operation of office equipment, computers, and associated software.
- Computer software and hardware associated with duties performed.
- Techniques for dealing effectively with the public, in person and over the telephone.
- Correct business English, including spelling, grammar and punctuation.

Skill in:

- Gathering and compiling information; preparing accurate reports and summaries.
- Mediating disputes, conflicts and grievances. Ability to train and effectively direct the activities of department heads.
- Maintaining timely and complete record of activities, results, and planned follow up to discussions.
- Working confidently with the public, as well as with a variety of administrative levels.
- Building and maintaining effective working relationships with community organizations and agencies.
- Use of business software and associated computer hardware.
- Communicating effectively in oral and written forms.
- Working without close supervision in standard work situations.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.



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- Communicating, relating and interacting with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.

Working Conditions and Physical Effort:

Physical ability and mobility to work in a typical office environment. Strength to lift and/or move materials weighing up to 10 pounds frequently, 25 pounds occasionally. Vision to read printed materials. Stamina to sit and work with computer for an extended period of time. Hearing and speech to communicate in person or over the telephone. Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Job incumbent is expected to engage in local and regional travel as required. Attendance will be expected at events that occur outside of normal business hours, and may be required to work extra hours and weekends when needed. The employee is regularly exposed to animals, animal waste, potentially harmful cleaning chemicals, high noise, and potentially hazardous conditions, including the risk of animal bites and working outdoors for extended periods of time during cold and extremely hot weather.

All employees work in a culture of continuous improvement and are expected to support our mission. Employees must be able to clearly articulate our goals, actively participate in outstanding customer service, and accept responsibility for maintaining our culture of philanthropy.

This job description is intended to describe the general nature and level of work expected of this position. This description is not intended to be construed as an exhaustive listing or description of all responsibilities, duties and skills required of incumbents in the job.