



POSITION GUIDE

POSITION:	Director of Operations
ORGANIZATION:	The Animal Foundation (www.animalfoundation.com)
LOCATION:	655 N. Mojave Road Las Vegas, NV 89101
REPORTS TO:	Chief Operating Officer

MISSION

The Animal Foundation envisions a humane and compassionate community for all animals. The mission at The Animal Foundation is to save the lives of all healthy and treatable animals in the Las Vegas valley.

BACKGROUND

A nonprofit, 501(c)3 organization, The Animal Foundation (TAF), founded in 1978, is the highest volume single-site animal shelter in America. Last year TAF saved nearly 21,000 lost, homeless, and often mistreated animals.

As an open-admission shelter, TAF takes in every animal who comes to them in need, no matter how sick or injured. Lifesaving programs are designed to address the root causes of pet overpopulation and homelessness and include: adoptions; low-cost spay/neuter, microchipping and vaccination services; lost & found pets; and Community Cats. Another innovative program is Keeping Every Person and Pet Together (KEPPT). This is an owner-surrender intervention program designed to help keep pets at home and out of the shelter. In June 2015, The Animal Foundation announced Mission: Possible 2020, a strategic initiative to save the lives of all healthy and treatable animals that come to TAF, by the end of the year 2020.

The 8.5-acre campus houses adoptable pets, all lost and found animals, the Low-Cost Wellness Clinic, and all administrative services.

THE OPPORTUNITY

TAF has been involved in a \$35M capital campaign to renovate the existing 47,000 square foot shelter, and to build a new 28,000 square foot adoption facility. The groundbreaking for this facility occurred in the past few months. Oversight of this extensive project will be a main focus while keeping all the day to day operations moving forward seamlessly.

A Las Vegas coalition was recently formed to support a statewide campaign led by Maddie's Fund and Humane Network to achieve a 90% live release rate throughout the state of Nevada. HSUS and Best Friends are co-chairing the coalition and TAF has been invited to be a part of the steering committee. These efforts and additional support are aligned with TAF's Mission: Possible 2020 initiative. To achieve this goal, TAF will need to continue to improve its live release rate through creative adoption programs, increased spay/neuter efforts, reduction of owner surrender and development of new programmatic opportunities. There has been significant improvement in the live release rate in the past five years. Over the same time period, intake has been reduced from 52,000 animals to 30,000.

Currently the clinic handles about 15,000 spay/neuter surgeries a year and employs 48 staff. Operating the clinic as a revenue producing center, including ensuring that the low cost public clinic is running at maximum efficiency, and increasing general surgeries, are key objectives of the new facility. Continuing to be a partner and collaborator with the vet community is another priority.

The new Director of Operations will have the opportunity to review current services and programs and implement a wide variety of new, resourceful and needed endeavors. As the new facility develops, he or she will be able to review the operations department organizational structure, current policies and procedures and make changes as he/she sees fit.

Finally, the new Director of Operations, in conjunction with the Chief Operating Officer, will be a visionary to imagine the challenges of animal welfare in the next five-to-ten years and formulate plans to address those issues. This person will be a representative of TAF to other animal welfare organizations; a leader who will be sought after for advice and information. A passionate advocate for the animals first and foremost, the new Director of Operations will oversee a growing and multi-faceted operations department poised to help TAF become a leader in improving the human-animal bond.

THE POSITION

Reporting to the Chief Operating Officer, the Director of Operations, is responsible for direction and supervision of all animal-related facility programs, procedures and resources including: animal housing, adoptions, spay/neuter clinics and initiatives, and any other innovative programs related to the overall humane care and well-being of animals. S/he manages and develops a talented staff of up to 160, with up to nine direct reports and partners with senior leadership of TAF. The role is responsible for a budget of approximately \$8 million.

The role of the Director of Operations is to bring vision and progressive ideas on the future of animal welfare to TAF. Strategic operations and management will be two of the most important responsibilities of the new Director. S/he will develop a culture that empowers growth, appreciates staff and volunteers, respects everyone equally and applies best practice business leadership and management skills. A strong and demonstrated background in shelter and clinic operations in the animal welfare/control field is necessary.

Passion, integrity, honesty and trust are key qualities of the Director. It is expected that the individual could at times be the spokesperson for the shelter and will be visible with the general public, veterinary community, animal welfare advocates, government officials, civic groups, schools, media, volunteers and other key stakeholders to promote animal welfare and the mission of TAF.

CORE COMPETENCIES

STRATEGIC LEADERSHIP

Provide creative, progressive and constructive ideas to strategic initiatives to ensure that the goals and objectives of TAF are successfully achieved. Provide vision and direction for the future growth of programs, policies and procedures for the shelter, and clinic for the shelter animals as well as a low cost clinic for the general public. Offer leadership to the shelter and clinic staff in all their activities; develop annual department goals in collaboration with the management teams; provide guidance, stability, support and collaboration to a staff of talented professionals.

PROGRAM AND SERVICES DEVELOPMENT

Plan, organize and implement programs to place more animals including transfer and foster programs; review, update or institute new programs that meet this objective; ensure the quality of all programs is maintained; ensure and maintain all proper euthanasia protocol; develop new and creative programs to increase adoptions and address animal homelessness issues in the region; ensure that all animals are kept in a clean, safe and comfortable environment.

FINANCIAL ACCOUNTABILITY AND DATA COLLECTION

Draft and oversee the operations department budgets and ensure sound fiscal management and capital allocation. Develop and implement cost-saving measures; contribute to profit and revenue income. Ensure that all statistics are kept up to date and are easily retrievable, prepare and maintain necessary records, reports and procedural manual. Analyze statistical data to develop new strategies, figure projections, and determine trends. Develop and conduct research projects. Regularly compile and present reports to the Chief Operating Officer on facility operations and activities.

ADMINISTRATION AND MANAGEMENT

Empower and develop staff so they feel they are an integral part of TAF. Provide training opportunities and incentive programs so that staff is encouraged and excited about their jobs. Ensure that staff is well informed of decisions that affect them and the agency and ensure that those policies are explained and communicated clearly and concisely. Develop and implement procedures to ensure good management, administrative and fiscal practices; ensure that the staff understands the vision and direction of TAF and that in return they will be able to develop and mature in their roles and responsibilities; lead by example and maintain the highest professional standards and practices for TAF.

PUBLIC RELATIONS AND COMMUNITY OUTREACH

Serve, when needed, as the spokesperson for the TAF shelter. Ensure that the shelter is always attractively presented and welcoming to guests, potential adopters, general public and other constituents who visit the facilities.

THE PROFILE

We are seeking a dynamic, energetic and experienced leader and manager with a track record of innovative and inclusive leadership.

Demonstrated accomplishments in shelter and clinic operations, personnel management, and financial oversight are needed. The ideal candidate will bring strong and successful leadership as a Director or Senior Manager of a high volume humane society/animal control agency. The person we seek will be an effective manager of human, financial and capital resources. Personnel management skills that include an ability to work collaboratively, listen, have a positive attitude, provide feedback, build morale, delegate and make decisions are essential.

We seek a candidate who has management acumen as well as the ability to assess and maintain policies and procedures for building programs and delivering results. The successful candidate will excel in planning, developing

and determining success in programs and initiatives. This will require experience with the principles and practices of program management including basic statistical methods, fiscal and budgetary practices, and knowledge of local, state and federal regulations for the workplace.

Qualified individuals will have excellent communication skills and can articulate the benefits and challenges of animal welfare to both the internal organization as well as to the public. The ideal candidate will be motivated by the best interests of the organization, will demonstrate success managing change and will have a strong customer service orientation.

A B.A. degree from a four-year college or university is necessary; or five to seven years of related experience and/or training; or equivalent combination of education and experience. Evidence of a passionate commitment to the proper care of all animals is strongly needed. CAWA designation is helpful.

Applications and nominations are being received by Noetic Search. Please click [here](#) to submit a current resume and cover letter.

The Animal Foundation is an Equal Opportunity Employer.