



## Job Description

**TITLE: Director Operations**

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**FLSA:** Exempt (salaried)

**REVISED:** Aug 9, 2017

**REPORTS TO:** Chief Operating Officer

**SUPERVISES:** Operations Staff

**Position Summary:** Responsible for direction and supervision of all animal-related facility programs, procedures and resources including: animal housing, adoptions, spay/neuter clinics and initiatives, educational outreach and any other innovative programs related to the overall humane care and well-being of animals.

### **Essential Duties and Responsibilities:**

- Directs, supervises and coordinates the activities of facility departments, department heads and subordinate staff; addresses all employee grievances and complaints.
- Oversees the hiring and training of new management level staff and regularly reviews and evaluates job performance.
- Ensures that policies and procedures are followed in all 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 Chief Operating Officer on facility operations and activities.
- Evaluates all new and ongoing projects regularly to determine and implement needed changes; regularly reviews facility policy and procedures manuals and standard operating procedures to assure compliance with local, state and federal guidelines and the facility mission.
- Continuously institutes staff training, continuing education seminars and development programs to assure staff is aware of new and revised policies, procedures, rules and regulations.
- Responds to complaints about employees, volunteers and facility procedures; assists customer service representatives when dealing with difficult situations; investigates employee accident reports.
- Reviews budgets of the various departments and assists department heads with fiscal planning; develops annual budget for the facility and monitors facility revenue and expenses in relation to annual budget.
- Serves as contract agent for reporting departments and negotiates with vendors for services/supplies for those departments.
- Meets with Chief Operating Officer regularly to determine strategies; coordinates efforts with the board of directors or governing body and Chief Operating Officer in developing, implementing, interpreting and updating facility policies and procedures; attends facility meetings as required.
- Oversees the maintenance and upkeep of buildings, grounds, machinery and equipment.
- Meets with local officials, civic groups, schools, special interest groups and the media to explain facility policies and procedures and educate the public about animal control and animal welfare issues.



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- Assumes the duties and responsibilities of the Chief Operating officer in the Chief Operating Officer's absence.

### **Essential Duties and Responsibilities: (*continued*)**

- Develops and directs special projects at the request of the Chief Operating Officer.
- Maintains a professional appearance at all times.
- Composes correspondence and other documents; performs clerical duties to support the operations of a work unit.
- 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.

### **Education and Experience Requirements:**

- Equivalent to a Bachelor's Degree in marketing, business administration, or a closely related field.
- Five (5) years of operational experience at an animal shelter environment, five (5) years of demonstrated management experience.
- Equivalent combination of formal education and appropriate related experience may be considered.

### **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.
- Knowledge of current best practices of the animal industry profession.
- 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.
- 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.
- Ability to train, develop and effectively direct the activities of department heads.
- Mediating disputes, conflicts and grievances.
- 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.



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- Building and maintaining effective working relationships with community organizations and agencies.
- Use of business software and associated computer hardware.

### **Required Knowledge and Skills: (continued)**

Skill in:

- 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.
- Successfully manages several projects while meeting multiple deadlines.

### **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. 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.***