

JOB TITLE: Director of Operations
DEPARTMENT: Operations
REPORTS TO: Board of Directors
SUPERVISES: Head of Clinic, Head of Cattery, Head of Kennel, Lead Administrator and Lead Volunteers

CLASSIFICATION: Exempt, Full-Time, Salary

POSITION SUMMARY:

The Director of Operations provides Executive-level leadership, vision, and passion to manage all aspects of strategic and daily operations for DAWS, including but not limited to: Clinic Management; Cattery/Kennel care and shelter cleanliness; financial oversight; and animal adoptions/placement. The Director also ensures operating efficiency and logistics of proper staffing, volunteer management and inventory controls to effectively manage resources and the capacity-to-care ratio. This position will drive continuous improvement, with a strong focus on excellent customer service and best practices in animal welfare and care.

DUTIES AND RESPONSIBILITIES:

Strategic Goals & Operational Leadership

- Ensure the humane treatment and handling of all shelter animals
- Oversee day-to-day operations by actively monitoring personnel and volunteers in all departments to proactively troubleshoot, and remediate, issues of process, policy, procedure and protocol
- Build systems and protocols to ensure organizational sustainability
- Proactively drive adoptions and programs: strategize, develop, and implement initiatives that streamline operations, improve customer service and/or enhance programs, ensuring the continued growth and progress in relation to annual and future goals
- Assess operational effectiveness and implement improvement/enhancement measures as needed
- In cooperation with all departments, ensure compliance with federal regulations and government agencies
- Strategize, develop and implement cost- and time-saving building initiatives
- Develop and implement community and educational programs to support the mission of DAWS, increasing the number of animals and people served
- Meet with donors and funders, as directed, and maintain an environment through which relationships with stakeholders (volunteers, fosters, donors, supporters and employees) are actively developed and nurtured for mutual gain

- Create and oversee beneficial partnerships with community stakeholders
- Actively participate as a member of the executive team; attends Board meetings and participates in strategic and annual planning for DAWS

Financial Oversight and Budget Responsibilities

- With Board Treasurer, oversee the work of the bookkeeper
- Prepare, manage and adhere to operational budgets
- Collaborate with DAWS bookkeeper to ensure thoughtful oversight of Shelter Operations purchases and efficient use of inventory
- Lead the monthly reporting for shelter costs, activities and programs; responsible for all ordering and oversees credit card transactions. Responsible for ensuring staff follows internal controls
- Manage all cash deposits that requires verification and documentation
- Oversee timecards and payroll administration
- Work collaboratively with the Director of Development and Marketing to support fundraising efforts as approved by the Board of Directors
- Prepare financial reports with bookkeeper as requested by the Board of Directors

People Management

- Manage, motivates and inspire a team of staff and volunteer leaders
- Manage all aspects of human resources for staff and volunteers, including, but not limited to: hiring and onboarding, termination, developing position descriptions, conducting employees' annual reviews, setting Board-approved compensation, facilitating employee payroll programs, and applying Board-approved employee policies and benefits
- Create and implement accountability measures, work plans and performance metrics for each position
- Demonstrate a commitment to team building through modeling a positive and respectful attitude toward all employees, volunteers and partners
- Establish and grow a culture that values critical and strategic thinking, resourcefulness, constructive feedback, engagement and inclusion at all levels
- Working with department heads, arrange for coverage for vacation, sick relief, etc.
- Establish and maintain safety standards and OSHA compliance

Facility Management

- Oversee facility maintenance and safety protocols to ensure DAWS is in compliance with regulations and sustains a safe environment for animals and people
- 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

- Plan and oversee all operational functions during renovation phases, maintaining full operational capacity

Other

- Must be adaptable and receptive to rapidly evolving protocols and able to rally others with an air of excitement and opportunity
- Commitment to professional development by participating in educational opportunities and conferences, maintaining networks, and engagement with professional organizations
- Research and promote innovative changes to improve overall animal care
- Ensure website content is accurate and up to date
- Protect the organization by keeping information confidential
- Model empathy, compassion and a professional culture
- Must be able to work evenings, weekends, on-call and holidays, as needed
- Must be able to work around animals (including diseased, injured, and/or potentially aggressive), loud noises, chemicals and inclement weather
- Standing member of the Renovation Committee and Medical/Behavioral Euthanasia Committee
- Attend and participate in all required training sessions and Committee meetings
- Other duties as requested by the BOD

QUALIFICATIONS:

- Bachelor's Degree or Associate's Degree and/or equivalent training and proven experience
- Five years of management/leadership experience (in animal welfare preferred but not required). A skilled and experienced professional who is inspired by the opportunities and challenges of working with companion animals and people
- Enthusiasm to build a cohesive and positive team
- Ability to excel in a fast-paced, often high stress environment.
- Results-orientation and able to work under pressure and prioritize tasks
- Must be forward-thinking and anticipate challenges, responding quickly and completely
- Innovative, dynamic, motivated, proven leader with a passion to provide the highest standard of care for animals and to be of service to the people who love them
- Passion for learning and is knowledgeable in current animal welfare trends
- Self-starter, organized and detail-oriented able to troubleshoot and problem solve effectively
- Strong interpersonal and customer service skills with the ability to speak to different audiences
- Must be comfortable with technology and willing and able to learn new skills
- Familiarity with the following: Microsoft Office, QuickBooks, Shelter Buddy and/or database management experience