Director of Operations

<table>
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<th>Job Title:</th>
<th>Director of Operations</th>
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<tr>
<td>Department:</td>
<td>Shelter - 01</td>
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<tr>
<td>Job Classification:</td>
<td>Full-time, exempt, salary</td>
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<td>Job Relationships:</td>
<td>Reports to CEO</td>
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<td>Directly supervises: Assistant Director of Operations, Animal and Customer Care Leads</td>
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<td></td>
<td>Indirectly supervises approximately 25 staff members in Public Services, Animal Care &amp; Enrichment, and Community Intervention programs</td>
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<td>Is a member of the organization’s Executive Leadership team</td>
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The Director of Operations is responsible for execution of the strategic direction and overall management of Shelter Services and Operations including Animal Care and Placement, Community Intervention Programs, and Grounds and Facility Safety and Maintenance. This person serves as the primary liaison between the animal shelter and most contract service providers, to include animal control, shelter management software, inventory suppliers, and building and vehicle maintenance providers. The incumbent will be responsible for managing and directing a portion of the organization’s budget and for modeling the Shelter’s mission, creating vision alignment. This role is essential in helping to build and maintain external relationships, providing exemplary service and employee training, and acting as a recognizable public face of the shelter. The ideal candidate will be strong in personnel management and coaching, workplace communications, process integrity and improvement, electronic records management, and organizational budgeting. Demonstrated expertise in animal shelter operations and personnel management are preferred.
Major Duties and Responsibilities:

Responsible for the strategic direction and overall management of shelter programs and services

- Engages in the strategic planning process and goal-setting for the organization
- Responsible for budgeting and annual planning for departments based on strategic goals of the organization and budgetary goals. Identifies and develops opportunities for revenue growth.
- Stays abreast of industry trends and implements changes to programs and services in pursuit of industry best practices whenever possible within the abilities of the organization, and in response to the needs of the community. Is primarily responsible for the documentation and implementation of operational policies and procedures and for creating a system for regular review and updating
- Establishes program goals and key performance indicators, tracks performance metrics and employs knowledge, tools, and resources as necessary to achieve and maintain program goals.
- Ensures that all animals in shelter care receive the highest-quality care possible, with dedicated attention to adequate nutrition and mental and physical well-being.
- Ensures operational consistency and integrity by determining and creating general and specialized training requirements and opportunities for staff and volunteers as needed to meet program demands and expectations.
- Organizational liaison for animal control service providers and building construction and maintenance contractors.

Oversees management of employees and volunteers within relevant departments

- Works to establish and maintain an organizational culture of positivity and innovation - promoting and demonstrating the organization’s values and expected behaviors.
- Supervises, guides, coaches, evaluates, and counsels managers and other supervised staff; provides for the professional growth of staff; researches training and educational opportunities; creates and evaluates goals and objectives;
ensures adequate staffing within divisions; participates in employment hiring and termination decisions

- Ensures compliance with all applicable Federal, State and local laws and regulations.
- Promotes professionalism and high standards of performance, care, and teamwork throughout the organization
- Performs the duties of supervised staff as needed, to include euthanasia. Euthanasia certification required within 90 days of hire

**Responsible for oversight of Shelter Software, Facilities, and Safety & Security**

- Ensures maximum functional use of the shelter’s animal management software, develops processes and procedures to ensure consistent and reliable data entry and animal records tracking.
- Regularly produces comprehensive reports as needed to track and report program integrity, performance, and progress.
- Participates in and serves as an organizational lead in any plans for facilities expansions or renovations
- Monitors the appearance and safety of the physical shelter and grounds; coordinates improvement and safety projects; manages building improvements and construction projects
- Supervises facility maintenance staff and contractors
- Establishes safety protocols; provides for and institutes a culture of safety within the organization. Follows all safety guidelines and reporting requirements to ensure a safe workplace. Actively monitors the safety compliance of staff and takes immediate action to address any safety concern or noncompliance of safety rules that could put a client, volunteer, employee, animal or the organization at risk. Responsible for safety training. Stays updated on OSHA and safety requirements.

**Executive Leadership**

- Actively participates in local and state collaboration activities serving as a recognizable figure within the shelter and standing in for the CEO and/or PR staff as needed in public settings.
● Seeks opportunities to network and collaborate with other agencies so as to establish the organization as a credible partner and participant in regional affairs.
● Pursues personal growth opportunities and strives to acquire new skills and expertise in the service of the shelter.
● Promotes the shelter’s fundraising efforts and actively participates in the success of fundraising campaigns and events.
● Provides monthly program reports to the CEO and Board of Directors.
● Works in close partnership with the CEO to maintain open communication, drive organizational excellence, implement strategic priorities, achieve organizational alignment and interdepartmental collaboration, and achieve shared success.
● Maintains close and ongoing communication with other members of the Executive team through bi-weekly meetings and by updating them on departmental progress and on issues which may impact their areas or the organization.
● Coordinates and leads the Shelter Operations Management Team to include attending weekly meetings and helping to provide thought leadership, support, and direction.

Other duties as assigned

Job Qualifications
Education and Experience:
● Bachelor’s Degree or equivalent applicable experience
● Five or more years of management to include direct supervision of employees
● Demonstrated attention to detail
● High level of emotional intelligence
● Demonstrated ability to manage health work/life balance

Knowledge, Skills, Abilities
● Strategic planning
● Teamwork and communications
● Workplace communications and conflict management
● Time Management
● Excellent customer service
● Organizational and finance/budget
● Public and employee relations
● Safety program development and management
● Knowledge of OSHA requirements and reporting
● Written and verbal communication
● Computer knowledge and abilities
● Able to prioritize tasks and delegate efficiently in a fast-paced environment
● Able to euthanize animals within 3 months if not already certified from HSUS, AHA, etc.
● Able to work a flexible schedule, including evening and weekend shifts, as required
● Desire to affect organizational change, growth, and culture

Preferred Knowledge, Skills, and Abilities
● Knowledge of animal health, care and welfare
● Animal handling
● Knowledge of exotic and barnyard shelter animals
● Knowledge of Workers Compensation helpful

Working Conditions:
Work Environment: Most work is performed in normal shelter and office settings. Computer use up to eight hours a day; exposure to high noise levels, zoonotic diseases, and animal bites/scratches when handling animals. Potential exposure to dangerous/fractious animals. Exposure to cleaning agents; exposure to all weather conditions. Occasional weekend and evening work as required.

Physical Activities: Occasional lifting and carrying of up to 50 pounds without assistance and more with assistance. Frequent computer use. Potential for standing, walking, sitting up to eight hours or more per day; Bending, reaching, squatting, kneeling, pulling, pushing, cleaning; Driving a car or large service vehicle; Performing physical examinations on animals; animal handling and restraint; handling syringes and needles.

Note: Must be at least 21 years of age; must hold a valid Driver License and have and maintain an insurable driving record.

Compensation
The hiring range for this position is $65,000.00-$75,000.00 per year, DOE. Benefits include health, vision, and dental insurance, flexible scheduling, and paid time off. This position requires onsite work, remote work is not available. There is also funding available for paid training, to be discussed during the hiring process.

**Application Process:** Please submit a resume with cover letter to: Cheyenne Animal Shelter, 800 Southwest Drive, Cheyenne, WY 82007 Attn: BJ Christensen or email the same to bjchristensen@caswyo.org.