

YELLOWSTONE VALLEY ANIMAL SHELTER

Department:	Job Description
Job Description Title: Operations Manager	FLSA Status: Exempt <i>(Exempt or Non-Exempt)</i>
Reports To (Title): Executive Director	Position Status: Full-time <i>(Full-time, Part-time, Temporary)</i>
Prepared By: Associated Employers	Revision Date: August 2017

Job Summary:

Oversees the shelter operations and supervises staff to meet Yellowstone Valley Animal Shelter's (YVAS) mission. Duties and responsibilities include managing daily operations and planning the use of materials and human resources to ensure effective functioning of the shelter. The Shelter Manager participates in the Administrative Team and assists in development of policies, protocols and standard operating procedures (SOP's).

Essential Duties and Responsibilities:1. **Shelter Operations:**

1. Oversee activities directly related to shelter operations and providing services. Collaborates with team leaders and coordinates efforts of Canine and Feline teams to ensure overall effective flow and function of the shelter.
2. Works with the Activities Coordinator to effectively utilize and manage volunteers in all aspects of animal care and enrichment, adoption programs, and customer service
3. Serves as a customer service representative when necessary to deal with difficult situations, complaints, special requests, and when needed based on staffing shortages. Mediates customer conflicts.
4. Direct and coordinate activities involving animal care, customer service, office functions, facilities maintenance, and safety. Assures that animal behavior, animal control, animal intakes, animal sheltering, adoptions and dispositions, and client service programs are operated in a coordinated, cooperative, and effective and efficient manner that is consistent with policy.
5. Maintains staff work schedules for overall shelter staffing requirements.
6. Assists Executive Director in reviewing financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement.
7. Assists Executive Director in coordinating organization's financial and budget activities to fund operations, maximize investments, and increase efficiency.
8. Serves as back-up in Executive Director's absence. Serves as on-call for emergency shelter situations per protocols, (including but not limited to veterinary emergencies and alarm calls), ensuring protocols and adequate coverage are in place.
9. Maintain effective lines of communication with City of Billings Animal Control.
10. Develops, implements, and modifies procedures as needed to assure efficient shelter operations and fulfillment of YVAS goals.
11. Ensures that records and tracking systems such as log books, receipts and animal databases are maintained in an accurate and effective manner.
12. Reviews, handles, or directs general shelter correspondence in a timely manner and in keeping with customer service goals.
13. Maintains a positive public visibility, builds effective community relations, and interfaces in a manner befitting a leadership position in the shelter.
14. Responsible for ensuring a high level of cleanliness, upkeep and sanitation in all areas of the shelter, including animal care and housing areas, storage and auxiliary areas, public areas and staff break rooms.
15. Responsible for oversight in maintaining a safe work environment, and management of operational staff and volunteer safety programs. Must ensure adherence to all applicable state and federal safety regulations.
16. Performs other duties as assigned.

Supervisory

1. Supervises operations staff, with oversight of animal care and adoption staff, office support and customer service staff, and department leads. Manages subordinates as outlined in the supervisory duties below.
2. Responsible for the overall direction, coordination, and evaluation of shelter work units, including daily operations, animal health, and facilities maintenance.
3. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
4. Plans and directs work, creates and maintains work schedules, and ensures that work schedules are adhered to and assigns specific duties to subordinate staff in order to provided adequate shelter coverage.
5. Responsible for interviewing, hiring, onboarding and training employees. Conducts staff evaluations, job performance management (including coaching/counseling), and corrective action.
6. Responsible for ensuring appropriate staff training and education programs are provided.
7. Ensure that regular weekly team meetings are held. Schedule and conduct regular staff meetings and leadership briefings twice a week.
8. Demonstrates effective management of a team toward achievement of goals, including appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Animal Care:

1. Ensures that all guidelines and protocols are followed by overseeing the care and treatment of all animals residing at the shelter, working within budget restrictions to achieve the highest possible levels of humane housing, feeding, behavioral enrichment, exercise, and medical care.
2. Responsible for adhering to the shelter's policies and procedures regarding the classification and determination of adoptability of an animal.
3. Responsible for ensuring humane euthanasia practices and policies throughout the shelter in order to comply with federal and state laws.

Minimum Qualifications (Experience/Education/Licensure/Certification/Special Training):

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

1. Associates degree in relevant field and one to two years' of relevant experience and/or training is required; or equivalent combination of education and experience, which may include training involving both on-the-job experience and training with senior management.
2. Proven experience in effectively managing programs is required.
3. Minimum of two years of supervisory experience, with proven ability to effectively lead a team.
4. Basic knowledge of animal health and behaviors is preferred.

Certifications/Licenses

- Must possess a valid Montana driver's license.
- Must obtain SAWA certification within 18 months from date of hire.

Tools & Technology

1. Computers, e-mail, standard office equipment, shelter database software, and cash drawers.
2. Animal handling and care equipment such as catch poles, nets, and humane traps.
3. Working knowledge of the shelter's kennel and housing systems for the animals.
4. Working knowledge of spreadsheets, and calendar/scheduling systems.

Essential Knowledge, Skills and Abilities (KSA's): To perform the job successfully, an individual should demonstrate the following competencies:

- Proficiency in the use of basic computer software and specific shelter software
- Sensitivity and compassion for companion animals.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Time Management — Managing one's own time and the time of others.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand
- Organizing, Planning, and Prioritizing Work — Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Initiative — Job requires a willingness to take on responsibilities and challenges.
- Adaptability/Flexibility — Job requires being open to change (positive or negative) and to considerable variety in the workplace.
- Self Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.

Physical Demands & Working Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee must frequently lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include Close vision and Distance vision.
- While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is continuously required to stand and walk. The employee is frequently required to reach with hands and arms and stoop, kneel, crouch, or crawl.
- Frequent exposure to fumes or airborne particles; and toxic or caustic chemicals.
- Daily exposure to possible scratches, bites, or injury by felines.
- Rare exposure to feline zoonotic diseases.
- Occasional interaction with irate, or angry customers.