

COCHRANE & AREA HUMANE SOCIETY JOB DESCRIPTION

Operations Manager

Position Description:

The Operations Manager provides progressive, positive leadership for the efficient and smooth functioning of the daily operations of the shelter. The incumbent manages several staff to ensure excellent animal care and superior customer service in admissions and adoption and works closely with hospital and other staff. The position is full-time and reports to the Executive Director.

Duties and Responsibilities:

- Foster an environment in which staff is engaged and motivated to be an essential part of the organization and embody the CAHS's culture statement and core values
- Manage and mentor direct staff including: recruitment, training, supervision, coaching, and evaluating providing motivating and compassionate leadership
- Develop, implement and monitor programs to maintain or exceed industry standards of humane animal care and customer services to the animals and the community
- Oversee the day-to-day operations of the CAHS facilities ensuring quality of programs and services are in accordance with CAHS's operational procedures, policies and philosophy
- Develop and implement program enhancements to ensure the continued growth and progress in relation to strategic planning objectives and goals
- Direct and monitor the humane treatment and handling of sheltered animals, review policy and monitor aspects of shelter care, including cleanliness, feeding, housing, and space use
- In collaboration with shelter veterinarian, develop and update protocols for proper disinfection and infectious disease prevention and manage disinfection and housing for disease exposure or outbreak response
- Manage shelter animal population, the efficient flow and welfare of the shelter's population and monitor daily move to adoption process
- Monitor length of stay of all animals available for adoption, taking action as appropriate to help expedite their adoption
- Work collaboratively with other departments to review policies, discuss workplace issues and share ideas to improve animal care and customer service
- Handle customer complaints and concerns with diplomacy and professionalism
- Oversee outreach programs and handle partner transfer-in requests
- Assist with operational grant writing, execution and final reporting as needed
- Attend regular management meetings to review long term strategy and regularly review policies and procedures
- Produce monthly, quarterly & annual operations reports and shelter statistics
- Produce and maintain a critical path document
- Lead the Health & Behavior team and participate as a voting member
- Lead animal population meetings working with department leads to ensure that animals are receiving timely medical and surgical care, behavior evaluations and foster opportunities
- As part of the management team ensure employees and volunteers of the organization are treated in a fair and equitable manner and foster and promote an environment of teamwork, inclusion and support
- Sustain the environment that all protocol, policies and procedures are implemented and maintained with the proper training and written documentation for all staff and volunteers

- Monitor spending to ensure expenditures stay within approved budget, maximizing revenue and controlling costs by managing people, systems, and resources
- Alert the Executive Director immediately of risks to the organization: people (clients, staff, management, and volunteers), property, finances, goodwill or reputation
- Participate as member of the Risk Management Committee
- Respond to after hour emergencies as needed
- Prepare recommendations and proposals for the annual operational and capital budgets and adhere to approved budgets
- Monitor & report building deficiencies to the Executive Director and ensure continued successful outcomes of building maintenance staff working in tandem with service providers to meet contractual and CAHS building maintenance needs.
- Oversee building maintenance, repairs and renovations ensuring well maintained equipment and good appearance of the Shelter through a proactive facilities maintenance plan
- Oversee security systems, fire prevention and disaster response plans
- Promote professionalism, cleanliness and a healthy & safe work environment at all times
- Ensure appropriate and timely communication is shared within and between departments
- Conduct themselves in a professional and courteous manner at all times while working as an employee of the Cochrane & Area Humane Society
- Provide backup to the Executive Director in other duties as assigned & in the ED's absence as requested
- Perform additional duties and responsibilities as assigned by Executive Director

Qualifications and Skills:

- Post-secondary education in business management or other related field
- Minimum 4 years operations management experience demonstrating knowledge of human resource management and higher-level administration experience to include supervision and leadership, motivation techniques and customer service skills
- Strong team building capability and demonstrated ability to build and maintain long lasting working and stakeholder relationships
- Ability to delegate and assist with performance planning evaluation of staff
- Excellent communication skills, public speaking and presentation experience and the ability to lead effective meetings
- Strong working knowledge of proactive decision-making techniques and conflict management skills as well as the ability to handle sensitive and confidential situations.
- Ability to see the big picture and view the Shelter in its relationship to the community
- Strong computer skills with proficiency using Microsoft 365 suite applications
- Demonstrated administrative skills with attention to detail and the ability to develop goals and objectives, budgets and compose policies and procedures
- Must be positive and flexible and able to handle difficult and sensitive situations with diplomacy and discretion
- Must possess an understanding of confidentiality and show empathy for relationships that involve staff, volunteers, and clients
- Experience working with charitable organizations and animal welfare an asset
- Project management experience an asset
- Experience with building maintenance management an asset
- Experience with pet animal health & behavior programs an asset

- Genuine concern for the welfare of animals

Evaluation:

The Executive Director will evaluate the performance of the Operations Manager within the first year of employment at three months, six months, and yearly thereafter according to the Performance Management System.

Application Process:

Hiring Immediately

If you would like the opportunity to be a part of a caring and compassionate team working for an important cause, please forward your *resume with cover letter and salary expectations* to:

Cochrane & Area Humane Society
Attention: Executive Director
62 Griffin Industrial Point
Cochrane, AB T4C 0A3
Or email resume to: executive.director@cochranehumane.ca