

Operations Manager

Full-Time, Exempt Salaried Position

Reports to Executive Director

Position Summary

The Operations Manager (OM) oversees the Operations Department of PARL alongside the Medical Services Manager (MSM). The OM is responsible for overseeing direct animal care staff and day-to-day shelter functions related to animal care, intakes/outcomes, customer service, and all related programming.

Animal Care Management

- Oversee direct care staff to ensure that animals are receiving the highest standard of care in accordance with best practices in animal sheltering areas including but not limited to: adoptions, intakes, outcomes, general cleaning, general care, and enrichment
- Support MSM and medical staff to ensure medical concerns for sheltered animals are addressed in a timely and proactive manner
- Ensure timely and accurate documentation of all animal information, records, recommendations etc.
- Oversee quality of life care plan process to identify and navigate animals facing behavioral/medical challenges through a supported shelter journey from intake to outcome
- Support relationships with PARL's intake/transfer partners including local animal control offices, rescue groups, and future transport partners in collaboration with animal coordinators and leadership team
- Responsible for maintaining and making recommendations surrounding PARL's open admission policies, intake diversion/pet retention practices, and adoption programs

Leadership/General

- Supervise direct animal care team (8-12 people)
- Create and maintain work schedule for operations staff team
- Organize and facilitate staff meetings and trainings; Facilitate opportunities for professional development, continuing education, and staff appreciation
- Oversee and ensure excellent customer service functions of the front desk and related tasks
- Participate as a signatory member of euthanasia decision committee for PARL animals and for owner-request/owner-counseled euthanasia situations; Sometimes performs euthanasia (training provided)
- Create and maintain records of Standard Operating Procedures; Promote and follow safety guidelines and OSHA safety rules to ensure a safe environment for all
- Participate in programs and activities as a member of the leadership team; Promote communication and cooperation between organization's departments and integration and utilization of volunteers.
- Occasionally represent PARL through interviews/outreach events
- Develop, review, and adhere to annual budgets and financial reports for operations department activities in cooperation with the executive director and finance personnel.
- Serve on various board and staff-level committees as requested
- Other duties as assigned by supervisor



Required Attributes and Skills

- At least 3 years working in animal sheltering/rescue or veterinary field required; Previous management experience preferred
- Bilingual in English/Spanish is a plus
- Must be at least 18 years of age and have valid driver's license. Must be able to safely drive the organization's cargo van
- Practices humane and compassionate treatment of animals and people at all times
- Able to work in an emotionally taxing field; Has a positive attitude, understands the importance of self-care, and can support and encourage these attributes in others
- Enjoys approaching challenges and problems with enthusiasm and creativity; Works cooperatively with others to reach a common goal
- Comfortable and able to work with animals of unknown disposition and those who may exhibit medical issues/aggressive tendencies and/or other problems
- Exercises maturity and good judgment; is patient, professional, and remains calm in stressful situations and when dealing with the public, staff, and volunteers.
- Excellent written and oral communications skills; Ability to read, write and understand English.
- Skilled computer/software user able to maintain and use a variety of programs (Microsoft Suite, email, web-based applications) to manage data and day to day operations

Working Conditions

Work is performed in an animal shelter that operates seven days per week with exposure to animals, including some with questionable health and temperament concerns. Work conditions include exposure to high noise levels, zoonotic diseases, cleaning agents, and allergens such as hay and peanut butter. The person in this position needs to regularly move about the shelter. Regularly operates a computer and other office equipment (i.e. calculator, copier, and printer). Responsible for handling animals of all sizes in a variety of areas and positions (low cages, high cages, on tables, on the floor, in vehicles, etc.). Constantly communicates with clients, staff members and volunteers who have inquiries and must be able to exchange accurate information in these situations. Must be able to push up to 100 pounds and carry up to 50 pounds regularly throughout a normal workday. Occasionally moves animals weighing up to 75 pounds (i.e. through the shelter on leash or using other safe restraint and animal handling equipment, into and out of cages in the shelter, onto and off of exam tables). Working conditions include working outside in varying weather conditions, and frequent interruptions.

Availability

Daily reporting hours and days of the week may vary but are generally regular. May include weekend and holiday work. Must be available to respond to emergencies at PARL on an on-call basis.

Benefits and Salary

- Salary commensurate with experience
- 2 ½ weeks PTO, accrued at 12 hours per month
- Health, Dental, and Vision through Blue Cross Blue Shield, 80% company paid
- Simple IRA with 3% company match
- Opportunities for professional development
- Medications, food, and supplies for pets can be purchased from PARL's vendors at cost