

SHELTER OPERATIONS MANAGER

The Rockingham-Harrisonburg SPCA is seeking to fill the position for Shelter Operations Manager. Shelter Operations Manager at the RH-SPCA has direct oversight of all shelter operations and is responsible for all aspects of animal care, customer service, team leadership and shelter operations staff functions.

About the R-H SPCA: Located in Harrisonburg, Virginia the R-H SPCA is a private non-profit animal welfare organization with impoundment contracts for the City of Harrisonburg and Rockingham County. We receive on average 2500 animals a year and are striving to create positive outcomes for the animals that come into our care.

Please go to our website <https://www.rhspca.org/careers.html> to view the job description.

JOB DESCRIPTION

JOB TITLE: Shelter Operations Manager

DEPARTMENT: Shelter Operations

ACCOUNTABILITY: Executive Director

FUNCTION: Under the direct responsibility of the Executive Director, the primary responsibilities of the Shelter Operations Manager is for oversight of the R-H SPCA Shelter Operations team and related functions. The Shelter Operations manager is responsible for ensuring compliance with all regulations and guidelines while leading a team in implementing best shelter practices to maximize the impact of R-H SPCA's lifesaving efforts.

DUTIES AND RESPONSIBILITIES

General:

- Model and promote a staff culture that is welcoming, collaborative and free of judgement.
- Facilitate learning to promote staff (and volunteer) growth and development, implementation of and adherence to best animal shelter practices and organizational policy.
- Plan, build capacity, organize, coordinate, review, evaluate and direct efforts to achieve the Shelter Operation Program Goals in support of the organization's mission.
- Responsible for operational compliance with current federal, state, county and local laws, regulations and guidelines that effect shelter operations.
- Ensure quality care and humane treatment for the animals owned by the R-H SPCA.
- Perform duties in a manner which encourage attainment of R-H SPCA goals.

Administrative:

1. Responsible for accurate record keeping, maintaining data integrity of all animal records and statistical reporting for all program(s) related activities to appropriate parties.
2. Responsible for the hiring, supervising, coaching and training of Shelter Operations staff and providing regular, ongoing and timely feedback to staff and volunteers.
3. Conduct meetings with staff to review procedures, discuss workplace concerns and share ideas to successfully implement the Shelter Operation Program goals.

4. In partnership with shelter veterinarian and department supervisors: maintain up to date protocols and policies for Shelter Operations; implement / enforce all policies and protocols to protect the medical and behavioral health of the animals owned by the RH-SPCA.

Communication:

1. Communicate with and work closely with R-H SPCA team leads and managers regarding people, service (including customers, volunteers, fosters) as well as animal care.
2. Communicate well in person, via email and telephone with individuals within the organization and outside to ensure the success of the programs.
3. Function as a spokesperson for the organization when needed.

Volunteer Management and Development

1. Recruit and maintain volunteers who are eager to achieve the organization goals and promote the mission. Oversee management and directing of program(s) volunteers.
2. Train staff on volunteer engagement and utilization.

Inventory, Budget and Finance

1. Oversee inventory management to ensure adequate quantities of supplies needed and fiscal accountability for shelter operations expenses.
2. Participate in budgeting process for Shelter Operations programs and adhere to approved budgets.
3. Conserve finances whenever possible.

Flexibility in scheduling is a must. Perform related work as required. Job responsibilities and opportunities may change as organizational needs change and grow.

TRAINING AND EXPERIENCE

R-H SPCA is seeking a progressive, quick thinking, dynamic individual who brings animal handling and people skills along with passion, commitment and enthusiasm for our mission and accountability for their work. We are seeking someone able to lead and work well with a team. Independent thinking and resourcefulness to overcome roadblocks are a must.

The ideal candidate will have at least 2 years of experience managing processes and personnel in an animal shelter. Excellent time management and oral and written communication skills along with ability to develop and build teams to support common goals is required.

PHYSICAL REQUIREMENTS:

Ability to lift 35 lbs., stand for long periods of time, move quickly, work with and around animals (including diseased, injured and/or potentially aggressive animals), loud noises, chlorine or other chemicals, inclement weather along with evening, weekend and holiday work times.

COMPENSATION

This is a salaried position offering a competitive rate based on experience. After a period of employment, the Shelter Operations Manager is eligible for medical insurance and PTO.

NATURE OF EMPLOYMENT

The Shelter Operations Manager is an exempt position, which generally requires a minimum of 40 hours per week and may include travel, weekend, evening and holiday work. The Shelter Operations Manager will also be on call periodically to assist with foster related activities.

There is no minimum period of employment guaranteed or implied by acceptance of an offer of employment. It is the policy of the R-H SPCA that employment for this position is at will, which means that employment for no specified term and the employee or agency may terminate that employment at any time without cause. This job description serves as a guide.

Send resume and cover letter to Huck Nawaz at ExecDirector@rhspca.org with the subject line "Shelter Operations Resume and Cover Letter".