

Operations Director

Heaven Can Wait Animal Society



Overview

Operations Director is responsible for managing all aspects of daily operations of Heaven Can Wait Animal Society's Spay & Neuter Clinic and Wellness Clinic including human resources, financial management, client services, adherence to legal and ethical standards, and supervision and organization of clinic operations. This position is also responsible for the effective operation of the organization's ancillary adoption, foster and community outreach programs.

The Operations Director reports to the Executive Director and supervises the following:

- Office Manager
- Lead Licensed Veterinary Technicians

General Qualifications

The ideal candidate will have:

- Passion for and a deep commitment to the mission of Heaven Can Wait (HCW).
- Significant experience that includes demonstrated past successes in management.

Important areas of demonstrated past experience and skills include:

- Management of operations and programs in the nonprofit or for-profit business sector with demonstrated success in establishing and achieving goals.
- Excellent communication skills; ability to speak to a variety of audiences.
- Strong organizational skills that ensure smooth operations.
- Management of both staff and budgets of equivalent size.
- Desire and ability to absorb and apply new information, including a solid commitment to keeping up with the latest industry best practices.
- Animal welfare and/or veterinary clinic experience is a plus.

Specific Responsibilities

Human Resources Management

- Interviews, hires new staff in collaboration with team leads and ensures training.
- Establishes work schedules for staff.
- Manages daily work assignments.
- Monitors employee performance with team leads and ensures efficient operation.
- Motivates and engages the team to contribute to positive culture and morale.
- Oversees internal communications, including organizing routine meetings to keep staff informed, review standards of care and service protocols with the whole team.
- Maintains comprehensive personnel records for staff.
- Identifies program volunteer needs and supports volunteer program with the Community Engagement Manager, as needed.
- Manages interns or students, as needed.
- Works with the veterinary medical director and other veterinarians on staff to ensure smooth operations and strong communications between support team and veterinarians.
- Works to develop employee benefits in line with clinic growth and educates/supports staff about employee benefits.

- Ensures that employee time off and insurance deductions are appropriately accrued and tracked.
- Oversees and approves payroll.
- Establishes comprehensive training program for staff, team building, and skill development opportunities for staff.
- Conducts performance reviews and recommend raises to Executive Director for approval.

Financial Management

- Manages client payment plans and policies.
- Manages petty cash.
- Works with the bookkeeper to:
 - Manage the operational budget including payroll and other expenses.
 - Manage vendor accounts and accounts payable.
 - Make bank deposits on a timely basis.
- Reviews status of accounts receivable and donation income with HCW's bookkeeper and Executive Assistant.
- Reviews all invoices prior to approving including credit cards, invoices, ER bills, and vendors before passing them on for payment.
- Reviews medical and office inventory spreadsheets to ensure proper spending.
- Monitors financial statements from the bookkeeper and discuss issues with the Governance Committee in order to develop a plan.

Customer Service

- Works with the Office Manager to establish processes and creates documentation for all aspects of interaction with clients.
- Ensures complete and accurate record keeping for all clients and patients, including rabies certificates, go-home paperwork, and other records.
- Oversees patient scheduling and payments through software program. Ensures proper number of animals are booked daily. Develops a plan for minimizing no shows.
- Obtains client feedback on service and make needed changes.
- Works with Office Manager and Executive Assistant to ensures that queries from the public and client questions are responded to in a timely manner.
- Handles client complaints/issues that have been escalated from Office Manager.
- Manage strategic partnerships with rescue organizations, shelters, TNR groups, transport partners and other partnering organizations.
- Manages processing of donations coming into the clinic, including in-kind donations, and getting information to the bookkeeper on a timely basis. Works with the development team to ensure appropriate donor recognition.
- In conjunction with the Veterinary team:
 - Ensures that complete and accurate medical records are maintained on each patient.
 - Prepares client information.

Clinic Supervision and Organization

- Develops and documents SOPs for all non-medical clinic functions. This will include veterinary support staff functions, daily facility maintenance, repair and maintenance of equipment, building, and grounds.
- Develops veterinary care related SOPS (created under direction of the Medical Director) to ensure smooth operations overall.
- Ensures proper procedures are in place for animal handling, disease control, and patient care.
- Makes clear assignments of tasks/functions/processes to team members and ongoing monitoring to ensure that things are being done as they should be on a timely basis.

- Establishes a process for maintaining non-medical inventory supply levels and a routine ordering process that leverages purchasing coalitions/programs to secure optimal nonprofit pricing.
- Supports medical purchasing needs and processes established by Lead Licensed Veterinary Technicians.
- Manages IT and other support services for the clinic.

Safety, Equipment and Facilities

- Ensures proper safety and security for the clinic facility, including secure storage for controlled substances and IT security (anti-virus protection and data back-ups).
- Ensures that appropriate insurance is in place and manages claims and issues related to insurance on a timely basis.
- Ensures the clinic has proper working equipment and supplies.
- Ensures that the clinic is in compliance with all regulations and codes including OSHA, DEA and FDA, the state vet board and any other applicable state and local agencies.
- Monitors safety concerns in the clinic and ensure that they are addressed in a timely manner.
- Establishes facility and equipment maintenance schedules and ensure that they are kept up to date.
- Develops and implements a process for responding to and documenting reporting accidents.

Clinic Management

- Establishes goals for client services including Spay & Neuter, Wellness services, Community Vaccination Clinics, and other appropriate goals in conjunction with the Executive Director, Office Manager, and key medical staff. Works to ensure that goals are met.
- Monitors staffing levels and discuss adjustments with the Executive Director and team leads.
- Oversees clinic software use and maintenance. Generates reports for use by Executive Director to support board communication, grant reports, and grant/funding applications.
- Initiates periodic reviews of progress toward goals, programs, recommended changes to policies and procedures, and financial statements with the Executive Director.

Fundraising and Community Relations

- Works with and supports marketing and development efforts in conjunction with the Community Engagement Manager, Executive Assistant, and Executive Director.
- Provides needed input and information for both marketing and fundraising activities including gathering stories and photos, and talking with clients about promotion.
- Ensures that the needs of animals and the public are met whenever possible, including working to raise funds for individual animals when needs exceed capacity.
- Assists with managing community outreach and partnerships and with donor/supporter communications and relationships.
- Recommends updates to the HCW website.
- Assists with and supports other fundraising activities and events as needed.

Programs

- Manages the following programs to ensure effective implantation that meets their financial and operational goals: Pups on Parole, community vaccination clinics, community cat clinics and programs, and other programs as they are developed.
- Regularly tracks and reports to the Executive Director the status of key performance indicators.
- Oversees staff and budgets that support these programs.

Requirements

- Education: Bachelor's degree or higher is strongly preferred.
- Experience: Minimum of five years of experience in a senior leadership position with strong and transferrable skills.
- Location: Residence in or relocation to Las Vegas metro area.

- Ability to work with and around animals: This includes working with and around sick, injured and/or fractious animals; loud noises; chlorine and other chemicals; and inclement weather. Allergic conditions that would be aggravated when handling or working with animals may be a disqualification.
- Valid Nevada driver's license: Attaining (or possession of) a valid Nevada Driver's License within 20 days of start of employment is a requirement for continued employment and will be verified. Maintaining a satisfactory driving record and valid Nevada driver's license are an ongoing conditions of employment.

Nature of Employment

The Operations Director reports to the Executive Director. It is an exempt position, which requires a minimum of 8 hours per day, 40 hours per week and may include weekend, night, and holiday work. There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of HCW that employment for this position is at will, which means that employment is for no specified term and the employee or the organization may terminate that employment at any time without cause.

HCW, as the employer, does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring, and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, volunteers, subcontractors, vendors, and clients.

Compensation

The starting salary range \$75,000 - \$85,000 and is dependent upon experience. Benefits include paid time off, health insurance, and 401(k) plan. Relocation costs are negotiable if needed.

How to Apply

Email resume to: info@humanenetwork.org. Cover letter is optional. In the subject line, please mention: HWC Operations Director Search Committee. Acknowledgement will be emailed upon receipt of your cover letter and resume.

About HCW

HCW is a nonprofit organization incorporated in 2000 to provide affordable spay/neuter services to cats and dogs in Las Vegas. Through these services, HCW plays a vital role in animal lifesaving in the greater Las Vegas area.

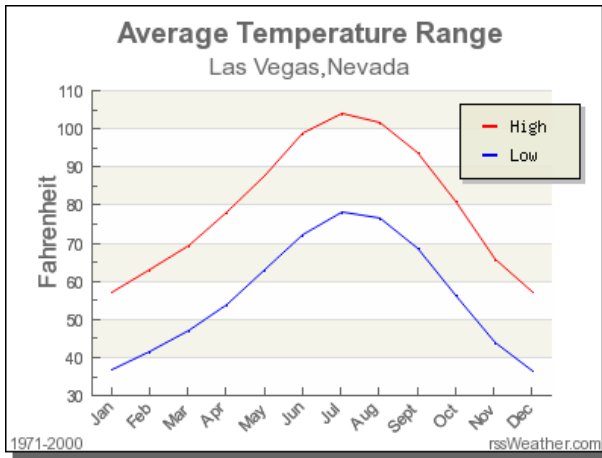
To date, HCW has provided more than 160,000 lost-cost sterilization services in Las Vegas by focusing on the critical needs through targeted spay and neuter surgeries for companion animals and free-roaming cats, which is proved to reduce pet overpopulation as well as the euthanasia rate at the shelters.

About the Community

HCW is located in sunny Las Vegas, Nevada, *The Entertainment Capitol of the World*. A world-class tourist and convention destination, Las Vegas is home to more five-star hotels than any other city in the world and a tremendous variety of restaurants and dining options. The city attracts countless concerts, shows, and events.

There are plenty of outdoor recreational opportunities including golfing, hiking, biking, and boating. Lake Mead, Valley of Fire State Park, Zion National Park, and Death Valley National Park are all short drives from Las Vegas. Lake Tahoe and Reno are a short flight away. Las Vegas McCarran Airport is one of the top 10 airports in the country, offering easy connections to other destinations.

Las Vegas is the county seat of Clark County and the largest city in Nevada. The community boasts a positive economic outlook. The University of Nevada, Las Vegas has become a thriving research university.



Las Vegas gets nearly 300 sunny days each year. Average high temperatures are 58 degrees in December and January (the coldest months) and 106 degrees in July (the warmest month).