

Operations Manager

Job Description



Position Description

The Operations Manager of Homeward Bound Cat Adoptions (Homeward Bound) is responsible for overseeing the operations of their Cat Adoption Center consistent with the organization's vision, mission, and financial objectives. This position is responsible for the day-to-day operations and decisions in all areas of the adoption center operations, including but not limited to admissions, humane treatment and quality care of cats, adoptions, enrichment, and medical rehabilitation of cats when appropriate. The Operations Manager reports to the Executive Director.

Job Responsibilities

The Operations Manager's responsibilities include, but are not limited, to the following.

Management:

- Cultivate and model a culture of excellence, efficiency, and effectiveness.
- Oversee the daily operations of the adoption center.
- Manage the operations team including recruitment, hiring, onboarding, training, scheduling, direction, performance evaluation, and when necessary, termination.
- Conduct daily walkthroughs and weekly animal inventory.
- Keep policies and procedures up to date and in compliance with industry best standards.
- Ensure staff and volunteers implement policies and procedures consistently and appropriately.
- Ensure that appropriate records are accurately created, maintained, and reported during the daily operations of the shelter and clinic.
- Provide appropriate reports/data as needed/requested.
- Understand and ensure operational compliance with current federal, state, county, and local laws, regulations, and guidelines.

Customer Service:

- Cultivate and model outstanding customer service including efficient, courteous interactions with staff, volunteers, clients, partners, and other members of the public.
- Oversee customer engagement by employees/volunteers through adoptions, admissions, phone calls, emails, and software programs to be sure communication is timely and appropriate.

Admissions:

- Manage appropriate admissions of cats into the adoption center.
- Oversee the surrender prevention program that provides resources to help people keep their cats.
- Coordinate transports of cats from other organizations.

Adoptions:

- Manage the adoption process, including adoption staff and volunteers.
- Coordinate offsite adoptions, developing/maintaining relationships with offsite locations.

- Implement plans to increase adoptions as needed.

Animal Care:

- Provide humane, quality care of cats in the adoption center.
- Provide appropriate enrichment of cats in the adoption center.
- Ensure that cats move through the organization efficiently to minimize length of stay.
- Oversee/manage medical care of cats.
- Develop/maintain veterinarian partnerships.

Volunteer/Foster Programs:

- Manage volunteer and foster programs, including recruitment, training/orientation, scheduling, communication, and guidance as needed.
- Work with marketing staff to recruit new volunteers, including foster caregivers.
- Assign/schedule tasks to volunteers and follow-up as needed.
- Place cats into appropriate foster homes in a timely manner.
- Track volunteers.

Facility:

- Maintain a healthy, safe, sanitary, and pleasant facility for the cats, public, staff, and volunteers.
- Develop and implement a preventative maintenance program to ensure timely repair and/or replacement of shelter and clinic equipment.
- Supplies and equipment: Create processes to ensure an appropriate inventory of supplies and pet food to ensure that staff members have adequate supplies and equipment to do their jobs.

Marketing/Development:

- Collaborate with the Executive Director and marketing team to ensure effective promotion for adoptions, spay/neuter, events as well as for individual animals and needed equipment/supplies.
- Provide timely, quality stories and photos for marketing/fundraising purpose.
- Participate in events as needed or required.

Qualifications

- Operations management experience in an animal welfare rescue or shelter with success in establishing and achieving goals.
- Staff and project management success.
- Customer service experience.
- Excellent interpersonal skills.
- Strong organizational skills that ensure smooth operations.
- Residence in or relocation to the greater Las Vegas area.
- Ability to work with animals of unknown disposition and those who may exhibit medical and behavioral problems.
- Valid Nevada driver's license or the ability to obtain a driver's license shortly after employment commences.

Knowledge, Skills, and Abilities

- Commitment to animal welfare—Affection for all animals and concern for their welfare and willingness to accommodate animals in the workplace.

- Desire and ability to absorb and apply new information including a commitment to keeping up with the latest animal welfare best practices.
- Self-directed, works well with minimal supervision and direction.
- Ability to work collaboratively and create productive teams.
- Sound judgment—Maturity, good judgment, and a professional personal appearance.
- Strong interpersonal skills—Outgoing, personable, professional, and able to get along well and communicate successfully with a variety of people. Able to remain pleasant and calm even in stressful situations and to turn people down, firmly, when necessary without becoming aggressive or unpleasant.
- Excellent written and oral communication skills.
- Able to set goals for, plan, and carry out projects.
- Strong problem-solving skills; able to find ways to make things work.
- Strong decision-making and implementation skills.
- Ability to manage multiple tasks and embrace change.
- Comfortable and proficient with computer technology, including Windows, Word, and Excel. Ease in working with databases.
- High level of accuracy with data; able to follow through and meet deadlines.

Physical Requirements

- Physical ability to walk and/or stand on your feet throughout a normal workday.
- Physical ability to engage in repetitive motions of legs, arms, and hands, to hear, and to see.
- Ability to lift and move objects up to 20 pounds and bend or stand, as necessary.
- Allergic conditions, which would be aggravated when handling or working around animals, may be a disqualification.

Nature of Employment

The Operations Manager reports to the Executive Director. The role 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. The ability to be on call for emergencies on a 24-hour basis is important.

There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of Homeward Bound that all employment is at will.

Compensation

The annual salary range is \$45,000 - \$55,000. Starting salary is dependent upon experience. Benefits and relocation costs, if needed, are negotiable.

How to Apply

Email your one-page cover letter and resume to: The Homeward Bound Search Committee c/o Diane Blankenburg of Humane Network at info@humanenetwork.org. Acknowledgement will be emailed upon receipt of your cover letter and resume.

Closing Date

Applications will be reviewed as they are received.

About Homeward Bound

Founded in 2007, Homeward Bound is a nonprofit cat rescue organization working to save the lives of homeless cats in Southern Nevada and provide a humane recourse for people in distress who are no longer able to care for their cats. The organization achieves its mission through adoption, foster, and help desk information services, as well as public relations, community outreach, and cooperation with other animal welfare organizations.

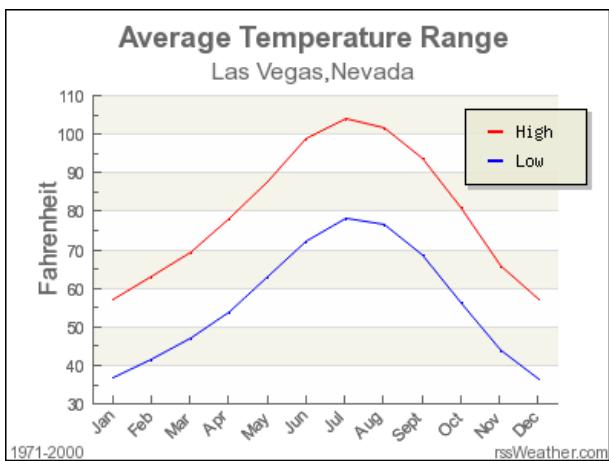
Homeward Bound respects and values the life of every cat, and strives to enrich the lives of its volunteers, employees, and visitors by providing a quality workplace, up-to-date humane education, and compassionate care for our cats. The organization maintains a modern, free-roaming adoption center designed to minimize the stress experienced by homeless cats and make it easier for them to find loving families. More information about Homeward Bound's vision, goals, and programs can be found at this link: <https://www.homewardboundcats.org/about-us>.

About the Community

Homeward Bound 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 recreation opportunities including golfing, hiking, biking, and boating. Lake Mead, Valley of Fire State Park and Zion and Death Valley National Parks 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 ten 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).