



BRIGHTSIDE
ANIMAL CENTER
formerly the Humane Society of Redmond

BrightSide Animal Center Shelter Operations Manager

BrightSide Animal Center (BrightSide) is a *high-save* shelter dedicated to providing sheltering, placement, and prevention services to reduce animal homelessness and unnecessary euthanasia. As an independent, 501(c)(3) nonprofit organization, BrightSide has been helping people and animals in Central Oregon for over 30 years.

This is a unique opportunity to be a part of a dynamic leadership team who will usher in a new phase of growth and innovation at BrightSide. We are a passionate, high-performing team who believe that collaboration is key to our success. We do our best work by leveraging each other's strengths and making sure to create opportunities for the work to be fun and meet our individual goals.

As a Socially Conscious Shelter, BrightSide strives to ensure the best possible outcomes for every homeless animal in our care and community. We envision a better world for animals and the people who love them, and we're dedicated to making that vision a reality.

If you have a passion for animals, teamwork, and program-building, and possess a proven track record in shelter management, we invite you to apply for the role of Shelter Operations Manager of BrightSide Animal Center.

Qualifications and Duties

The Shelter Operations Manager (SOM) provides the leadership, management, and vision necessary to ensure that the organization has the proper operational controls, administrative and reporting procedures, and people systems in place to effectively operate and grow. This person will also ensure financial strength and operating efficiency. The ideal candidate will accomplish this through a respectful, constructive, and energetic leadership and will be guided by the lifesaving mission and vision of BrightSide.

The SOM is responsible for the day-to-day operations and decisions in all areas of shelter operations, including but not limited to shelter, clinic and field services operations, programs and services, animal care, customer service, safety, upkeep of facilities, and staff management.

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice and completing other duties as assigned is required.

The SOM is a crucial member of the leadership team at BrightSide and reports to the Executive Director.

Responsibilities

General Management

- **Operations:** Oversee the daily operations, programs, and services at BrightSide.
- **Culture:** Cultivate a culture of excellence, efficiency, and effectiveness across the organization while creating and maintaining high standards of customer service.
- **Record keeping:** Ensure that appropriate records are accurately created, maintained, and reported during the daily operations of the shelter and clinic.
- **Plans and goals:** Assist the Executive Director with planning and budgeting. Analyze data and adjust processes and programs to achieve organizational goals.

- Implementation: Ensure that all established procedures and policies of the organization are appropriate, in keeping with current best practices, and reliably implemented.
- Assess and adjust: Periodically review and assess policies, processes, and programs working within the organization to make changes required to meet the needs of the animals, staff, and community.
- Walk-throughs: Perform daily walk-throughs of the shelter to guarantee proper sanitation, care, feeding, and disposition of the animals. This is to ensure that animals are moving through the system efficiently and are made available for adoption in a timely manner.
- Legal compliance: Follow all local, state, and federal laws regarding animal housing, care, admission, disposition, and employee work-related matters. Ensure compliance with BrightSide contractual agreements.

Animal Care

- Animal care and flow: Evaluate, develop, implement, manage, and monitor animal care and flow processes at the shelter and clinic including, but not limited to, admissions, animal handling, sanitation, feeding, health care, adoptions, transfers, foster care, and euthanasia.
- Standards of care: Ensure high standards of care for the animals under the care of BrightSide's shelter and clinic, including both physical and mental well-being.
- Humane treatment: Promote a caring attitude toward all animals and treat animals humanely and with compassion at all times, regardless of circumstances including those who are sick, injured, feral, or aggressive.

Customer Service

- High-quality service: Model outstanding customer service including efficient, courteous interactions with members of the public.
- Courtesy: Treat staff, volunteers, supporters, officials, and the public with dignity, respect, and courtesy. Foster a spirit of teamwork and perform duties in a manner that encourages community support and assists BrightSide in achieving its goals.

Staffing

- Management: Schedule, assign, supervise, and provide clear expectations for employees including performance management and review.
- Training: Ensure ongoing training, guidance, and development of the leadership team and provide training for front-line staff, ensuring that all required training is current.
- Safety: Work with HR to ensure that appropriate safety programs and training are in place to comply with appropriate safety standards including OSHA compliance.
- Hiring: Interview, select, hire, and train staff and other employees consistent with the organization's mission, contracts, and Oregon law.

Community Engagement

- Engagement: Work with the Executive Director to cultivate and encourage community engagement efforts including working with volunteers, rescue groups, other shelters, government agencies, private businesses, grant funding entities, other nonprofits, and the veterinary community.
- Promotion: 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.
- Participate in BrightSide events as needed or required.

Facilities

- Safe facility: Maintain healthy, safe, sanitary, and pleasant facilities for the animals, the public, and the staff.

- Preventive maintenance: 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.

Experience & Skills

- Management: Experience in a senior leadership or management position with transferable skills.
- Sheltering: Experience in animal sheltering and familiarity with animal welfare issues is required.
- Sound judgment: Exhibits maturity, good judgment, and a professional personal appearance.
- Staff management: Experience in hiring, developing, and managing staff. Successful track record of building and working as part of a team.
- Commitment to animal welfare: Affection for all animals, concern for their welfare and a willingness to accommodate animals in the workplace.
- Strong interpersonal skills: Outgoing, personable, professional, and ability to communicate successfully and get along with a variety of people. Ability to remain pleasant and calm in high stress situations and ability to turn people down firmly, when necessary, without becoming aggressive or unpleasant.
- Communication skills: Excellent written and oral communications skills.
- Results-oriented: Able to set goals; plan and carry out projects.
- Decision-making: Strong decision-making and implementation skills.
- Flexibility: Ability to manage multiple tasks and embrace change.
- Organization: Strong organizational skills.
- Technology-savvy: Comfortable and proficient with computer technology (proficiency with Windows, Word, and Excel), ease at working with databases, programming ability not required.
- Learning-agile: Willingness and ability to learn new things quickly.
- Solution-oriented: Strong problem-solving skills, ability to find unique solutions to generate success.
- Detail-oriented: High level of accuracy with data. Ability to follow through and meet deadlines.
- Initiative: Self-directed, works well with minimal supervision and direction.

Requirements

- Education: College degree strongly preferred.
- Location: Residence in or relocation to the BrightSide service area.
- Management experience: Minimum of three years of management experience, preferably with 20+ employees.
- Sheltering experience: Minimum of three years of experience in animal sheltering and familiarity with animal welfare issues.
- Ability to work with and around animals which includes working with and around diseased, injured and/or fractious animals, loud noises, chlorine and other chemicals, and inclement weather. Allergic conditions which would be aggravated when handling or working with animals may be a disqualification.
- Physical ability to:
 - Walk and/or stand on your feet throughout a normal workday.
 - Engage in repetitive motions of legs, arms, and hands, to hear, and to see.
 - Lift and move objects up to 50 pounds and bend or stand as necessary.
- Valid Oregon Driver's License: Attaining (or possession of) a valid Oregon Driver's License within [number] days of start of employment is a requirement for continued employment. Maintaining

a satisfactory driving record and valid Oregon Driver's License are ongoing conditions of employment.

Nature of Employment

The SOM 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 and the ability to be on call for emergencies on a 24-hour basis is important.

Compensation

The salary range is \$55,000 - \$65,000. Starting salary dependent upon experience. Benefits include paid time off, health insurance and other optional insurance with employee contribution. Relocation costs can be negotiated if needed.

How to Apply

Email your one-page cover letter and resume to: BrightSide 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.

Applications will be reviewed as they are received. Applications received after July 15, 2023 may not be considered.

About BrightSide Animal Center

With an annual budget of about \$1.3 million and 32 part-time and full-time staff members, BrightSide is a community-supported, nonprofit animal welfare shelter that has provided services to Central Oregon for over 30 years. It also operates a thrift store and a can and bottle recycling program to supplement charitable donations. Located in Redmond, Oregon, BrightSide serves northern Deschutes County including the cities of Redmond, Terrebonne, Sisters, Tumalo, and Bend.

Over half of the approximately 1,500 dogs and cats who arrive at BrightSide each year enter the shelter as strays, through city and county contracts. As a Socially Conscious Shelter, BrightSide strives to ensure the best possible outcomes for every homeless animal in our care and community. The shelter's goal is to place every dog and cat into a loving home except for sick or injured animals that have poor prognosis for quality life or aggressive animals that pose a threat to the community. No animals are euthanized for time or space.

About the Community

Redmond, Oregon is a mid-sized, quaint high desert community, nestled in the heart of Central Oregon with panoramic views of the snow-capped Cascade Mountain Range. Known for its progressive and innovative leadership, the City enjoys a state-wide reputation for its ability to undertake and implement projects and programs that benefit its current and future residents. The demographic profile ranges from young families to retirees.





Visitors and residents enjoy over 300 days of sunshine and refreshingly cool desert evenings. Redmond combines a rich community heritage and small-town charm with a zeal for the great outdoors. One can dine at one of Redmond's family-owned cafes, craft breweries, or the growing number of specialty restaurants that have recently called Redmond home. During the summer months, one can enjoy weekly free concerts in the canyon parks and an active farmers market featuring local goods at Centennial Park downtown.

In the heart of Redmond is the Dry Canyon, a 250-acre multi-use park and trail system. The Dry Canyon Trail is a 3.7-mile-long paved trail that winds between volcanically formed canyon walls, city parks and protected natural areas. Whether in search of a relaxing day hike or a rigorous climb, one will appreciate the variety of choices in and around Redmond.

Long known as the *hub* of Central Oregon, Redmond has attracted newcomers from all over. During the last 20 years, the



city has steadily grown to more than 30,000 citizens today. This has brought about rapid change and remarkable success.

