

**JOB TITLE:** Shelter Operations Coordinator

**REPORTS TO:** Executive Director

### **POSITION SUMMARY**

The Operations Coordinator handles the management, supervision, and evaluation of Talbot Humane building maintenance, some programming and staffing, all in accordance with the standards and procedures set out by the organization's standards of care and state regulations. The Operations Coordinator works within the guidelines, policies and mission of the organization and is accountable and responsible for specific projects as assigned. As a part of the Management Team, the Operations Coordinator provides leadership and direction for the efficient and smooth daily operation of the shelter. The Operations Coordinator works directly with the Executive Director and Animal Care Supervisor in setting program policies and priorities.

### **RESPONSIBILITIES**

1. Under the Direction of the Executive Director, responsible for the daily supervision of the shelter. Oversees training of staff and regularly reviews and evaluates job performance. Provides a safe and positive work atmosphere.
2. Works with staff to implement and monitor programs to support and improve the standards of humane animal care and customer services to the animals and the community.
3. Ensures quality of programs and services are in accordance with Talbot Humane's standards of care and mission
  - a. Customer Service.
  - b. Safety programs.
4. With the office manager oversees the following:
  - a. Ensures excellent customer service.
  - b. Responds to customer complaints and aids customer service representatives when dealing with difficult situations.
5. Works with Talbot Humane management setting annual goals that include timetables and accountability.
6. Responsible, with the Animal Care Supervisor, for the humane operation of the facility. Responsible for assuring that proper policies and procedures are followed in all departments. Working with the Animal Care Supervisor ensures quality animal care and shelter cleanliness and sanitation. Ensures correct recordkeeping and supports quality control.
7. In consultation with the Executive Director assists in the selection, hiring, coaching, evaluation, and discipline of shelter staff. Work to assure staff are aware of new and revised policies, procedures, and current activities of the organization and the animal welfare industry.
8. Meets regularly with Executive Director to review operations. In coordination with director and department heads, directs, plans, and coordinates the work of Talbot Humane including supervision, evaluation, training and team building.

9. Investigates employee and customer accident reports. Oversees proper reporting and tracking of incidents. Monitors safety compliance of staff and takes immediate action to correct hazards.
10. Monitors programs to ensure compliance with local, State, and Federal regulations including OSHA regulations.
11. Oversees the maintenance and upkeep of buildings, grounds, machinery and equipment.
12. All other duties and responsibilities as decided by the Executive Director or Board of Directors in the absence of the Executive Director.

## **QUALIFICATIONS**

1. Degree in business management or related field with management experience. This formal education requirement may be reduced if the candidate has sufficient, related professional work experience in managing staff. Experience working in the field of animal welfare, sheltering of animals or animal control preferred.
2. Have sound understanding of business fundamentals including marketing, public relations and operations management.
3. Ideally, understand Humane Resource (HR) procedures with the ability to apply to the workplace.
4. Able to effectively manage staff and prove the ability to train and direct activities to ensure proper communication and efficient operations in a fair and unbiased manner.
5. Demonstrates the ability to multitask and meet multiple deadlines and tight time constraints.
6. Demonstrates ability to problem solve and delegate effectively. Ability to gather and analyze facts, devise solutions and implement plans.
7. Ability to work independently and as part of a team. Strong organizational, planning, and critical thinking skills.
8. Demonstrates personal communication skills to include knowledge of interviewing techniques, public speaking, skill in writing, editing and ability to express thought orally in a clear manner.
9. Able to work around all types of animals and handle them as needed. Able to lift at least 50 lbs.
10. Ability to work flexible hours including evenings, weekends and holidays as required.

## **WORK ENVIRONMENT**

While performing the duties of the job, the employee is often exposed to odors or airborne particles including animal fur and chemicals. The noise level in the work environment can be very loud and the shelter busy. This position can be physically demanding. This position is a member of Talbot Humane's management team and must be available after hours, on weekends and holidays as necessary.

## **PAY SCALE, BENEFITS**

Entry level \$38,000-\$40,000 annually. Partial paid health insurance, paid sick, vacation, personal leave, matching 401K plan are provided. The Talbot Humane staff incentive plan is open to all paid staff.