



## Director of Operations, Animal Programs

Job Title:	Senior Manager, Animal Programs	Location:	Santa Rosa
Department:	Animal Care/Operations	Hours:	40 hrs/wk
FLSA Classification:	Full-time, Exempt	Reports To:	Executive Director

### SUMMARY

Responsible for the day to day operations including animal care, admissions, canine & feline behavior departments. Responsible for the management of the animal inventory at the Santa Rosa campus in partnership with other campus management. Works under the general guidance of the Executive Director.

### DUTIES AND RESPONSIBILITIES

- In partnership with the other Operations departments assures the highest quality care and husbandry of HSSC animals in accordance with policies and procedures.
- Act as an advocate for all animals housed at the Santa Rosa campus location, to include the maintaining a daily inventory of all animals housed at the Santa Rosa campus, communicating on a regular basis with other Operations managers on status of each animal.
- Assists in direct supervision of animal care, behavior and admissions staff including making recommendations for hiring and firing. Conducts disciplinary actions, performance appraisals, orientation, training and instruction for all animal care and admissions staff.
- Ensure clean, safe and organized environment for the public, staff, volunteers and animals within the care of HSSC.
- Oversee the schedules of behavior, animal care and admissions leads, supervisors or managers for daily routines and care of all animals housed at the Santa Rosa location, as well as, commitments to overall campus care and oversight.
- Oversight and management of current animal inventory at the Santa Rosa campus including transfers to other campuses or approved adoption partners.
- Oversight and Management of owner surrender and transfer requests from members of the public or approved shelter transfer partners.
- Development, submission for approval, and implementation of necessary intake and euthanasia procedural changes and oversight of current policies and procedures.
- Assist with management and reporting of Animal Service animal related statistics.

- Development and implementation of necessary procedural changes and oversight of current policies and procedures.
- Ensures that humane care and proper attention is provided to all animals, including situations of restraining animals, appropriate treatment and exercise for animals. Assists with daily kennel activities when needed.
- Participates in the internal process of evaluation of animals for euthanasia. Assists with and performs euthanasia of animals according to AVMA guidelines. Maintains SDHS certification as a euthanasia technician.
- Participate in Euthanasia procedures, including performing case reviews and recommendations, and signing/processing euthanasia paperwork as needed.
- Responsible for preparing the Animal Services portion of the HSSC annual budget.
- Responsible for maintaining expenses within budgetary guidelines.
- Responsible for oversight and management of animal service supply and inventory including purchasing.
- Conducts departmental meetings on a regular basis and acts as liaison with other department managers and supervisors in appropriate situations.
- Attends monthly department head meetings and is responsible for writing monthly report for that meeting, and hosting a meeting as scheduled.
- Providing accurate information to public and ensure that staff act professionally at all times. Assists in resolving customer grievances involving Animal Care Departments.
- Communicates effectively and professionally with co-workers, management and the public at all times.
- Being knowledgeable and supportive of HSSC programs.
- Sharing their passion for service to animals, people, and our community with our guests
- Serving as an inspiration to all guests by providing an exemplary level of animal care and guest service.
- Participation in HSSC fundraisers, and community outreach events, i.e., Wags Whiskers and Wine.
- Being able to communicate a compelling case for support that demonstrates the impact of philanthropy on the Humane Society of Sonoma County.

## SUPERVISORY DUTIES

Directly oversees and supervises the Santa Rosa Animal Program(s) Supervisors and Managers. Responsible for the supervision of the Animal Care, Behavior and Admissions Teams in support of the Animal Services Supervisors.

## KNOWLEDGE, SKILLS, AND EXPERIENCE

BS degree in related field or completion of sufficient coursework to successfully perform the required duties of the position, and equivalent of four (4) years of full time progressively responsible related experience or any equivalent combination of education and experience working with animals in a kennel, shelter, or veterinary hospital. One year experience as a supervisor required, two years' experience preferred. Advanced training and/or instruction in field of animal care preferred. EBI (Euthanasia By Injection) certification required at time of hire or obtain within the first year of employment. Must possess excellent skills in conflict resolution, coaching and counseling. Problem solving and organizational skills needed. Must have excellent dog and cat behavior knowledge, as well as, breed identification of both species. Ability to make executive decisions when necessary in accordance to HSSC policy. Must complete training provided by HSSC within the first year of employment as well as all Animal programs training. Must be able to communicate effectively both verbally and in writing, experience with Microsoft Office, Excel needed, and experience Shelter Buddy software preferred.

\*Bilingual skills a plus.

## PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to interact with animals.
- Must be able to do phone or computer work for blocks of time.
- Must be able to communicate effectively (speak and listen).
- Must be able to lift and move objects and animals up to 50 pounds.
- Must be able to sit; stand, walk, use hands to handle objects/operate keyboards and telephones; reach with hands and arms; talk and hear.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
  
- Allergic conditions, which would be aggravated when handling or working with animals may result in disqualification.

## WORK ENVIRONMENT

Will work within a standard office environment, as well as indoor/outdoor kennel areas with exposure to environmental conditions that include working near and caring for animals. The employee is generally working in a shelter environment and will be exposed to moderately loud noise levels (such as barking

dogs, ringing phones), cleaning agents, bites, scratches, and animal waste. There is potential of exposure to parasites and infectious diseases that can be carried and transmitted by animals.

NOTES

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time and the employee is expected to adhere to all company policies. The above information is representative of the work performed in this position, however it is not all\* inclusive. The omission of a specific duty or responsibility does not exclude it from the position if the work is similar or related to the essential duties and responsibilities. I have read and understand this explanation and job description and am able to perform all duties contained herein.

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Employee Name

\_\_\_\_\_  
Manager  
Name

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Signature

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Signature

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Date

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Date