Job Announcement

Director of Operations

We are looking for a skilled and motivated leader in animal welfare to fill the position of Director of Operations for an expanding organization. In collaboration with the Chief Executive Officer, the Director of Operations is responsible for the leadership of the Animal Care, Customer Care, Behavior and Education, and Facility Departments. This will include direct supervision of the Animal Care Manager, Admissions and Adoptions Manager, Behavior Department Coordinator, and the Facilities Maintenance Coordinator.

The Director of Operations monitors and evaluates shelter operations while implementing lifesaving programs, to include timely placement of animals into adoptive homes. Other responsibilities include, but are not limited to: hiring, training, evaluating staff and programs; directing all aspects of humane animal handling and treatment; working with the leadership team to establish annual departmental goals and budgets; OSHA compliance; collecting and synthesizing data.

Our ideal candidate has 5+ years of experience in animal welfare, and a Bachelor's degree in business management or related field. Proven leadership and problem solving skills, strong knowledge of animal care and phenomenal customer service skills are necessary. Must be/become euthanasia-certified. Experience with providing input on the design and building of an animal welfare facility is preferred. This position reports directly to the Chief Executive Officer.

About the Placer SPCA: Placer SPCA is a private, nonprofit organization committed to enhancing the lives of companion animals and supporting the human-animal bond. Headquartered in the desirable community of Roseville, California the Placer SPCA is an extremely progressive animal sheltering/animal welfare
organization providing quality care to as many as 4,000 animals every year. In addition to satellite adoption centers in Auburn and Pet Food Express, the Placer SPCA is growing and has plans to break ground on a new state of the art adoption and education center in the spring of 2015.

Salary Range: Depends on Experience + Benefits

For more information about the Placer SPCA, and to view a detailed job description please go to our website [www.placerspca.org](http://www.placerspca.org)

Resumes and completed job application (downloaded from our website) should be sent to:

CEO
Placer SPCA
150 Corporation Yard Road
Roseville, CA  95678
Or email ceo@placerspca.org or fax 916-782-8655.

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**Job Description-Placer SPCA**

**JOB TITLE:** Director of Operations

**DEPARTMENT:** Management

**ACCOUNTABILITY:** Chief Executive Officer

**SALARY:** Depends on Experience + Benefits

**FUNCTION:** Assumes the responsibility for the overall day to day management of the Animal Care, Customer Care, Behavior and Education, and Facility Departments. This will include direct supervision of the Animal Care Manager, Admissions and Adoptions Manager, Behavior Department Coordinator, and the Facilities Maintenance Coordinator.

**DUTIES & RESPONSIBILITIES:**

1. Hires, trains, evaluates, supervises, manages, schedules, and directs the activities of the Animal Care Manager, Admissions and Adoptions Manager, Behavior Department
Coordinator, the Facilities Maintenance Coordinator and the volunteers within those
departments so as to provide for their growth and to maximize the potential of all employees
and volunteers, for the good of the PSPCA.*

2. Works with the CEO to ensure there are appropriate systems and resources in place to
facilitate the day to day shelter operations and programs.*

3. Assists the CEO with the selection and cultivation of qualified senior shelter operations staff,
models effective behaviors and skills and builds morale among staff and volunteers.*

4. Evaluates areas relevant to shelter operations and programs and recommends revisions via
the CEO, and implements changes accordingly.*

5. Leads the staff in managing and administering the operational programs and services of the
organization.*

6. Management and oversight of overall animal inventory, assuring the shortest length of stay in
shelter. Works with managers, supervisors and staff to create and implement operational
protocols and procedures including but not limited to euthanasia, adoptions, behavior
evaluations, animal health, etc.*

7. Consistently strives to keep abreast of shelter operations, animal care, behavior, education
and welfare issues affecting the PSPCA and is prepared to act as a spokesperson of the
Society as reasonably directed by the CEO.*

8. Assists staff when necessary with job related tasks. Assists in shelter tours, lectures, public
education programs, special events, and fundraising activities as needed.*

9. Ensures appropriate supplies and equipment are available for effective shelter operations.*

10. Ensures all activities within the SPCA are conducted in a manner conducive to the safety and
wellbeing of all employees, volunteers, visitors, customers, and animals.*

11. Keeps the CEO informed of shelter operations activities.*

12. Provides oversight and management of the euthanasia program and assure all polices and
protocols are in accordance with PSPCA policies and California Law. *

13. With the approval of the CEO, develops, implements, and maintains strategies and systems to
ensure all operational objectives are met.*

14. Ensures all operational reports are submitted to the CEO in a timely manner.*

15. Provides on-call support to respond to shelter emergencies on an as needed basis*
16. Develops and implements the Shelter Operations Business Plan & Annual Budget as approved by the CEO.*

17. This job description is not intended to be all-inclusive and the employee will perform other reasonably related business duties as requested by the CEO. Duties will include activities that ensure a positive public image, enhance the operation of the organization, improve the quality of life for animals, and improve the services of the PSPCA.

* = Essential Job Function

QUALIFICATIONS:
1. Degree in business management or related field. This formal education requirement may be reduced if the candidate has sufficient, well-documented, related professional work experience.
2. Minimum of five years of management experience, in an animal shelter setting.
3. Excellent leadership, problem solving, communications, public relations, and writing skills.
4. Shows maturity, good judgment, and performs duties in a professional manner.
5. Demonstrates thorough knowledge of contemporary animal care practices and programs including shelter animal care, adoptions, behavior and education programs.
6. Accumulated knowledge of and compassion for domestic animals and wildlife.
7. Experienced in working with governmental agencies, community groups, volunteers and animal welfare organizations.
8. Strong focus on customer service for both internal and external clients
9. Ability to maintain high morale and motivation to achieve organizational goals.
10. Demonstrated capability to be a self-starter, facilitator, organizer, and innovator.
11. Ability to plan and implement projects with little supervision and must be able to work independently.
12. Ability to operate a personal computer, MS Word, MS Access, MS Excel, Quickbooks, copy machine, facsimile, and answer telephones in the prescribed manner.
13. Valid California driver’s license and a good driving history. Must be in good physical and mental health with no allergic condition, which might be aggravated by exposure to animals.
14. Ability to lift 50 pounds.

WORKING CONDITIONS:
1. 40-hour workweek, including weekends and evenings as necessary.
2. On an as needed basis will require work at sites away from the Center.
4. Frequent contact with the public in a fast-paced and changing work environment, which at times may be stressful or emotionally charged.
5. Exposure to dead, sick, injured, unruly, vicious and/or dangerous animals and intermittent exposure to parasites and infectious diseases.
6. Willingness to attend training programs to upgrade skills as needed.

The Placer SPCA is an Equal Opportunity Employer.
THE PSPCA RESERVES THE RIGHT TO REVISE OR CHANGE THIS JOB DESCRIPTION AS NECESSARY, OR AS BUSINESS REQUIRES. THIS JOB DESCRIPTION DOES NOT CONSTITUTE A WRITTEN OR IMPLIED CONTRACT OF EMPLOYMENT.

DATE: ___________________  ______________________________

Employee Acknowledgement