

Humane Society of Washington County
13011 Maugansville Road
Hagerstown, MD 21740
Revised November 15, 2018

Job Description

Job Title: Director of Operations
Department: Veterinary Center
Job Code: Exempt
Reports To: President/CEO
Job Status: Full-Time

JOB SUMMARY

The Director of Operations is a supervisory position responsible for all aspects of the daily operations of the Veterinary Center. The person in this role will appropriately delegate and ensure completion of staff duties, and is expected to step in and work alongside staff as needed to meet Veterinary Center goals. The ideal candidate will provide leadership and mentoring to staff and volunteers, as well as mediate internal disputes and/or conflicts. With a vision for the continued expansion of Veterinary Center programs, the Director of Operations will provide seamless, organization-wide integration of Veterinary Center staff and processes.

DUTIES & RESPONSIBILITIES

General Supervision & Organization

- Expertly balances the interests of the Veterinary Center while also making accommodations for the ever-changing nature of an open-admission animal shelter.
- Ensures the public receives world-class customer service that is courteous, respectful and professional, and skillfully resolves client complaints or concerns.
- Human resources management including, but not limited to:
 - Recruiting, interviewing and hiring of all personnel, paid staff and volunteers;
 - Actively supports staff and volunteers, provides training and promotes the development of skills related to the advancement of our goals and mission;
 - Staff scheduling & efficiency and PTO & payroll approval;
 - Maintains sound HR practices;
 - Conducts and participates in meetings with staff to review procedures, discuss workplace issues and share ideas. Provides regular goal-setting and performance check ins;
 - Works alongside the team during position vacancies.
- In conjunction with staff veterinarians and registered veterinary technicians:
 - Ensures proper policies and procedures (SOPs) are in place for animal handling, disease control, medical treatment, surgical performance and patient care, and that SOPs are followed and updated as needed;
 - Guarantees compliance with all licensing requirements, controlled substances monitoring, and all applicable regulations and codes;
 - Ensures the Veterinary Center has proper working equipment and supplies.
- Works closely with Leadership Team, other Directors, and/or CEO to develop long-range programs, review policies and procedures, and financial statements.

Financial Management & Performance Indicators Reporting

- Recommends annual budget for CEO approval and manages resources within budget guidelines.
- Measures performance of finances and specific program services and maintains daily, weekly, and monthly reports and/or internal invoices for the following purposes:
 - Board reports
 - Department of Agriculture
 - Department of Health
- Reviews medical and office inventory spreadsheets to ensure proper spending.
- Reviews all purchase orders, credit card statements, invoices, vendor proposals, etc., for accuracy prior to promptly submitting for payment or final approval.
- Secures ongoing funding through relationships with donors & corporate sponsors, securing in-kind donations and increasing client patronage of the Veterinary Center.
- Works closely with Development staff to ensure all veterinary related grant proposals and reports are accurate and submitted in a timely manner.

Media & Outreach

- Represents the Veterinary Center and HSWC in a professional manner at all times.
- Actively promotes spay and neuter, and educates clients on responsible pet care.
- Markets the Veterinary Center and its programs to increase client base and referrals through public outreach and developing relationships with animal welfare professionals and other agencies.
- Creates written materials including appeals, newsletters, social media posts, and website materials and assists in the design of materials for promotions, marketing, and fundraising in conjunction with Development staff.
- Participates on committees and special projects as assigned. This may include, but is not limited to, such projects as speaking engagements and community education.
- Periodically attends Board meetings to provide updates about Veterinary Center.
- Other duties as assigned.

QUALIFICATIONS, EDUCATION, EXPERIENCE

- 3 years managing people; additional years of experience a plus
- Registered Veterinary Technician or Bachelor's degree preferred
- Skilled in providing exceptional customer service
- Working knowledge of Microsoft Word and Excel
- Familiarity with shelter operations, veterinary protocols and/or Humane Alliance methods a plus
- Experience with media
- General knowledge of fundraising activities

NECESSARY KNOWLEDGE, SKILLS & ABILITIES

- The ideal candidate will demonstrate self-initiative and the capacity to work independently. Flexibility and adaptability will be invaluable as job duties may fluctuate from day to day and even moment to moment.
- This position requires multi-tasking in a fast-paced, dynamic environment. The Director of Operations must be able to objectively evaluate daily logistics and quickly implement working solutions to inefficiencies.
- The ability to communicate assertively and effectively with staff and clientele is essential.
- Must be able to learn basic concepts in animal sheltering and veterinary medicine including but not limited to vaccine protocols and anesthetic risks.

Leadership Responsibilities

- Follows all written and verbally communicated HSWC Standard Operating Procedures.
- Communicates in a professional & courteous manner with public and all HSWC staff and volunteers.
- Encourages the use of volunteers, the solicitation of monetary and the use of in-kind donations whenever possible.
- Develops new ideas with staff in order to work towards the organization's strategic goals.
- Provide support in the absence of staff.
- Attends staff meetings and training sessions.
- As a member of the Leadership Team, leads agency staff and volunteers to a high standard of performance. Works in collaboration with Development Director and Chief Executive Officer. Makes decisions on behalf of the agency regarding animal program management, volunteers, customer relations, fundraising and budget administration. Is on call to the shelter and may be required to respond to emergencies seven days a week, 24 hours a day.

EMOTIONAL/MENTAL REQUIREMENTS

- Must be able to work under stressful conditions and work efficiently and effectively under those conditions.
- Must be able to cope with death either due to surgical complication or euthanasia.
- Ability to rapidly and accurately process information.
- Ability to delegate tasks and make decisions.

WORK ENVIRONMENT

The offices and operations of an animal shelter and a veterinary clinic can be high stress and very busy at times. The schedule can change and may require evening, weekend or holiday hours to complete the job. Candidate must be flexible on short notice and anticipate occasional disruptions of his/her personal life after work hours (employees calling off, scheduling crisis, client complaints, animal concerns, etc.). Traveling and training may require travel on weekend days. Work environment may have regular exposure to adverse conditions, such as zoonotic disease, parasites, dirt, dust, pollen, odors, humidity, rain, fumes, temperature and noise extremes, pathogenic substances, animal attacks or animal bites. The noise level can be very loud. Occasional lifting of up to 50 pounds with reasonable accommodation. Standing on feet for 8 – 10 hours per day. Computer usage.

Employment Disclaimer: This job description is not a contract. Management reserves the right to change its contents at any time. The HSWC complies with guidelines set forth in the Americans with Disabilities Act of 1990 and does not discriminate on the basis of race, color, religion, national origin, ancestry, sex, age, disability, or status as a disabled veteran or veteran of the Vietnam era. This organization is an Equal Opportunity Employer. The Humane Society of Washington County is an at-will employer.