



Lynchburg Humane Society JOB DESCRIPTION

Job Title: Senior Manager of Operations
Reports To: Associate Director
Position: Exempt

Job Summary: Oversees operational departments to include admissions, adoption center, retail, behavior & training, animal care, medical, foster program, and spay/neuter clinic. Responsible for ensuring a high level of service, compliance with policies and mandates, data reporting, and adherence to approved budgets. Assesses operational effectiveness and implements improvement enhancement measures.

Primary Responsibilities

- Plan, organize, and oversee all day to day operations of the admissions, adoption center, behavior & training, animal care, humane education and volunteer departments to ensure they meet the principles and objectives of LHS.
- Review and update as necessary, under the direction of the Associate Director - staffing levels, protocols, training and best practices for all operational areas.
- Leadstaff discussions regarding placement decisions, behavior plans, and other animal-related concerns.
- Provide suggestions and is involved in final approval for decisions about euthanasia.
- Ensure all paperwork is being kept properly in accordance with state and federal laws.
- Assist with any customer service concerns or tense moments and make sure the staff is communicating accurately and practicing good customer service protocols.
- Conduct meetings with staff to review procedures, discuss workplace issues and share ideas to improve animal care, the customer service experience and the organization in general.
- Make sure all management/coordinators and their staff is properly trained in their area of operations to ensure they are able to and have what they need to perform their responsibilities.
- Ensure all operational employees meet or exceed the expectations of LHS values and mission
- Ensure all levels of operations departments maintain trust in one another; listen to one another; develop a cross-functional team based approach; provide recognition for jobs well done; give clear directions in key results areas, measurements and goals; provide skill based training to employees as well as coaching, feedback and encouragement
- Provide counsel in recommending appropriate courses of action regarding employee relation issues
- Establish new education and training programs
- Assure the proper implementation and administration of operational policies and procedures, and coordinate this with other members of the executive team
- Diagnose and develop viable solutions to solve problems
- Assist in maintaining monthly and yearly statistics for all operational departments

- Establish and maintain an effective information exchange between all departments
- Maintain positive communications and relationships with community partners
- Perform other duties as assigned

Qualifications

- Bachelor Degree
- Prior animal welfare management experience
- Proven leadership and management skills with at least 5 years of management of a team.
- Ability to work on multiple tasks with interruptions in an energetic environment with the pressure of periodic heavy workloads
- Ability to anticipate and identify problems and needs and solve them and/or communicate them appropriately
- Ability to maintain a professional stance and preserve cordial, productive relationships while maintaining confidentiality pertaining to privileged administrative and operational information
- Excellent skills in effective conflict resolution
- Capability to react calmly and effectively in emergency situations
- Ability to communicate complex processes/concepts to a wide variety of people, both in written and verbal form
- Excellent Computer skills
- Ability to provide excellent customer service and to build successful relationships with a diverse customer population
- Dedication to the LHS mission
- Ability to work a flexible schedule to include weekend and holiday hours

Physical Requirements

- Standing for extended periods of time
- Ability to lift 50 pounds
- Ability to work with cleaning products
- Ability to work in an outdoor environment

Benefits competitive salary including health insurance, matching IRA, paid time off and more are available.

This position description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job related duties required by their supervisor. This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship.