

Operations Manager

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Spokane Humane Society (SHS) is an animal welfare non-profit agency whose mission is supported 100% by donations from the community. The Operations Manager is responsible for all animal welfare activities for Spokane Humane Society. The Operation Manager is also responsible for supervising and developing staff representing each of the following areas: Bark!, Havana location, and Northpointe PetSmart. Each team member of SHS must demonstrate the core values of the organization which include eager and willingness to go above and beyond, dependable and dedicated to the vision of SHS, and able to be not only be compassionate to animals but also their humans, and fellow staff.

Responsibilities:

- Ensure the highest quality care and husbandry of homeless animals in accordance with our policies and procedures.
- Serve as the point of contact for all animals housed at Havana location, PetSmart, and Bark!
- Supervise animal care, behavior, and admissions staff.
- Maintain a clean, safe, and organized environment for animals, staff, volunteers, and the public.
- Collaborate with the clinic team to identify homeless animals and set them up for success in a shelter environment.
- Coordinate with agency departments daily to increase efficiency in flow of animals through the shelter.

Transfers/Transport

- Manage partner transfers and owner surrender requests.
- Develop and implement necessary intake and end-of-life services for terminal animals.

Reporting

- Assist with management and reporting of animal-related statistics.
- Provides validated information to development department for grant reporting by deadlines identified by the CPO.

Policies/Procedures/Processes

- Implement procedural changes and oversee policies.
- Able to communicate the “why” behind any policy changes with enthusiasm.
- Willing to stay up to date on national trends and most recent recommendations for shelters.

Animal Care and Staff Trainings

- Provide humane care and attention to all animals.
- Identifies monthly mandatory team member trainings, annual training calendar for direct care team members, and implementation of trainings into daily duties.
- Oversees and accountable for small k9 playgroups.

Budget

- Prepare the shelter animal care portion of the annual budget and manage expenses.
- Attend quarterly budget meetings and be accountable for the cost incurred.

Supervision

- Conducts weekly departmental meetings to streamline issues and opportunities.
- Committed to making decisions based on data and best practices.
- Manages and develops effective shelter staff.
- Able to motivate staff.

Customer Service

- Resolve customer grievances involving Animal Care Departments.
- Track all customer services complaints and outcomes.
- Communicate professionally with colleagues, management, and the public.
- Ensure timely response to emails and phone inquiries.

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Fundraising

- Support SHS programs and share our story with guests.
- Serve as an inspiration to guests by providing exemplary animal care and guest service.
- Participate in SHS fundraisers.

Requirements

- Bachelor's degree or equivalent experience in a related field.
- Minimum of three (3) years of full-time experience working with animals.
- One year of supervisory experience required.
- Advanced training in animal care preferred.
- Euthanasia By Injection certification required or obtainable within 90 days of employment for end-of-life compassion services to the public.
- Strong conflict resolution, coaching, and counseling skills.
- Excellent knowledge of dog and cat behavior and breed identification.
- Ability to make directorial decisions in accordance with SHS policy.
- Must complete training provided by SHS within six (6) months of hire.
- Excellent verbal and written communication skills.

Other requirements

- May need to work nights and weekends if there is an animal welfare disease outbreak or community crisis.

Job Type: Full-time

Pay: \$26.00 - \$28.00 per hour

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Paid time off
- Vision insurance

Schedule:

- 8 hour shift
- Weekends as needed

Work Location: In person