



- JOB TITLE:** Director of Operations
- DEPARTMENT:** ARLGP Leadership Team / Shelter Operations
- JOB CLASSIFICATION:** Full Time; Salaried, Exempt
- ACCOUNTABILITY:** Executive Director
- SCHEDULE:** This position is a member of the ARLGP leadership team and schedule is determined as the organization's needs dictate.

PRIMARY PURPOSE

The Animal Refuge League of Greater Portland (ARLGP) is seeking a progressive and innovative Director of Operations (DOO) to provide top-notch operational leadership and oversight.

Through collaborative leadership, the DOO sets tone and policy ensuring best practices in animal care/handling and cooperative relationships among staff throughout the organization. The DOO will create opportunities for staff to excel in their responsibilities and develop skill sets enabling them to grow professionally at ARLGP.

The DOO manages the ARLGP shelter operations departments, including the veterinary, training and behavior, facilities, foster, guest services and animal care teams. Directs the proper utilization of inventory, purchasing and cash handling. Manages ARLGP animal inventory and makes policy decisions regarding animal placement. Ensures quality animal care and shelter cleanliness, as well as excellent customer service. Ensures quality programming that is in accordance with ARLGP mission, goals, vision, and resources. Responsible for managing budgets, supervising staff, and writing policy and procedures.

EXAMPLES OF DUTIES & RESPONSIBILITIES:

- Develops, implements, and monitors programs to maintain and improve the standards of humane animal care and customer service to the animals and the community.
- Develops and implements program enhancements to ensure the continued growth and progress in relation to annual and future goals. Develops performance improvement goals that include timetables, procedures and accountabilities, and periodic audits.
- Directs and supervises veterinary, training and behavior, facilities, foster, guest services and animal care teams in the performance of their responsibilities. This includes but is not limited to intake, adoptions, animal transportation, and foster care.
- Responsible for hiring, dismissing, coaching, evaluating, and training programs for shelter staff.
- Directs and monitors all aspects of the constant humane treatment and handling of sheltered animals. Monitors the maintenance, cleanliness and sanitation of equipment, animal care and customer service areas. Creates policy and monitors all aspects of shelter care, including cleanliness, feeding, housing, traffic flow, space use, and capital construction and design. Ensures accurate recordkeeping and maintains quality control.
- Supervises and works with the veterinary team to ensure that medical needs are identified, animals are receiving timely medical and surgical care, and that treatments are being performed in accordance with ARLGP's policy, mission, and resources.

- Supervises and works with behavior and training team to monitor behavioral health in relation to public safety and placement.
- Ensures that ARLGP shelter and contracted Animal Control Officers are following all guidelines as set forth by the law and government contracts. Acts as a liaison with external municipal animal welfare partners: maintaining positive relationships, providing data/reports, contract negotiation and fulfillment, maintaining safe/efficient processes.
- Directs the overall customer service and quality assurance programs, including regular review and follow-up on internal quality assurance alerts. Responds to specific problems and requests. Serves as a liaison to promote ARLGP goals with public, partners, and government officials.
- Monitors programs to ensure compliance with OSHA regulations. Monitor safety compliance of staff and take immediate action to correct hazards.
- Develops and reviews budgets and financial reports. Develops an annual budget for operational activities. Maintains monthly and annual shelter statistics.
- In conjunction with the facilities team, plans and schedules the maintenance and repair of facilities and vehicles; determines the maintenance needs and identifies the costs associated with the planned maintenance and repair programs. Researches and develops plans for campus construction, renovation, and projects. Proposes and oversees capital expenditures and projects in division to meet budget timelines.
- Oversees and maintains inventory and is responsible for monitoring shelter supplies.
- Actively participates in other departmental programs and projects including marketing, fundraising, outreach, volunteer programs and organizational services as needed. Provide programs, presentations, training to staff and community as needed. Represent the organization at outreach events and on committees. Participate in programs and activities as an executive team member.
- Develops and maintains the agency's emergency and disaster plans.
- Other duties and projects as assigned.

SKILLS & REQUIREMENTS:

- College degree and a minimum of four years management experience, including budgetary and staff supervision. Managerial experience preferably in animal welfare or nonprofit organization. *Previous experience may be accepted in lieu of a degree where appropriate.*
- Proven ability to communicate effectively orally and in writing.
- Strong organizational, planning, and critical thinking skills.
- Demonstrated ability to gather and analyze facts/data, devise solutions and implement plans.
- Excellent interpersonal and supervisory skills.
- Must have a valid Maine driver's license.
- Must be able to lift at least 50 lbs.

WORK ENVIRONMENT

While performing the duties of the job, the employee is frequently exposed to odors or airborne particles including animal fur and toxic chemicals. The noise level in the work environment is very loud. Frequent driving between facilities is required. This position is a member of ARLGP Executive Team and is required to be available after hours and on weekends, as necessary.