



JOB TITLE: Safety Net Manager

DEPARTMENT: Operations

JOB CLASSIFICATION: Full time, salaried

ACCOUNTABILITY: Director of Operations

The Safety Net Manager will be responsible for overseeing two critical operational programs: Foster and Transport. The overarching goal of this position is to increase the number of animals saved by ARLGP, primarily by effectively managing incoming transports as well as growing and supporting a robust foster program. The Safety Net Manager will work closely with the Feline, Canine, Clinic and Guest Services teams. This position will be responsible for hiring and training support staff and volunteers; ensuring compliance with all applicable laws, regulations and policies; monitoring key performance indicators; establishing strong relationships with transport partners and foster homes; leading and developing team members; and consistently delivering an exceptional client and employee experience.

The ideal candidate will have the following:

- Excellent interpersonal, organizational and motivational skills as well as the ability to work well in a fast-paced environment and handle multiple tasks at once.
- A genuine willingness to help others and succeed as a team.
- Excellent animal handling skills, using fear free methods.
- Experience hiring, developing, and managing staff; and a willingness to accommodate varied work and schedules.
- Excellent oral and written communication skills and a desire to model and facilitate productive communication in the workplace.

Duties and responsibilities of position:

- Supervisory / staffing responsibilities
 - Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
 - Onboarding, directing, communication and termination of volunteers.
- Transport
 - Manage calendar of transports in conjunction with the Transport Coordinator.
 - Ensure animal information is accurate and compliant with all local and national laws / guidelines.
 - Responsible for ongoing tracking and communications on transport lists to the species teams and leadership team.
 - Responsible for effective transport management. This includes identifying and confirming staff, fosters and volunteers to support transports. This position may also be responsible for conducting the transport using an ARLGP supplied vehicle.
- Foster

- Work with Foster Coordinator(s) to place animals into temporary homes. This includes overall management of communications and tracking documents (foster moves, updates, and returns).
- Responsible for growing the overall foster base for all animals.
- Provide oversight on foster applications and training.
- General
 - Provide reports to leadership team.
 - Maintain clinic stock, organize inventory, and order supplies as needed.
 - Create and edit SOP's for foster and transport programs.
 - Stay current on foster and transport trends and education.
 - Comply with all shelter SOP's to mitigate disease control and safety.
 - Ensure complete medical and behavioral records are entered timely.
 - Be available to work evenings, weekends, holidays as needed and for after-hours emergencies.
 - Other duties as assigned.

Qualifications:

- Bachelor's Degree (BA) from four-year college or university, or three to five years of related experience and/or training, or equivalent combination of education and experience.
- Certification for humane euthanasia or ability to obtain within 6 months of hire.
- 3+ years animal care and handling experience, including those who are in pain or under stress.
- Safely and effectively use and operate all necessary equipment and software.
- Pleasant and professional demeanor with exceptional attention to detail.
- Excellent communication skills, strong organizational skills, and the ability to work effectively with others, as coordination with multiple departments within the organization is frequently required.
- Computer skills required including Word, Excel, email, and all other forms of electronic communication.
- Valid driver's license with driving record free of any accidents, moving violations or points.

Work environment:

- Work is performed in an animal shelter. Potential for exposure to environmental factors such as temperature variations, high noise levels, zoonotic diseases, animal waste, hazardous chemicals or chemical materials requiring OSHA Material Safety Data Sheets, anesthetics, sharp objects and potential hostile persons and/or dangerous and fractious animals.

Physical Requirements:

- Able to scoop, bend, twist, squat, kneel, grip, reach and lift 50 pounds with reasonable accommodations.
- Able to sit at a computer workstation and type and use a mouse for 2-4 hours at a time as part of normal job functions.
- Stand and walk for an entire shift and move safely through all areas of the clinic and campus, which may include stairs, uneven or slick surfaces.