



Position Title: Shelter Operations Manager

Position Summary: The Shelter Operations Manager provides leadership, direction and supervision to ensure best practices and high standards in sheltering and customer service. This includes oversight of day-to-day operations in all shelter departments, ensuring communication flows smoothly. The Operations Manager is responsible for ensuring that all team members provide a professional service and meet or exceed standards and protocols set. This position will drive continuous improvements, with a strong focus on excellent customer service and best practices in animal welfare and care.

Salary: Starts at \$58,000 - \$62,000 annually

Reports To: Executive Director

About CCS: Cat Care Society is a limited-admission non-profit cat shelter located in Lakewood, Colo., that was founded in 1981. Throughout our 40-plus year history, we've worked to provide adoption services and life-saving medical treatment to cats in need in Colorado while providing community engagement to people who love cats. Our unique and free-roaming approach views all cats as worthy; none are too old or ill to be valued, loved and treated with dignity.

Role Responsibilities:

Leadership

- Collaborates with CCS's Executive Director, Board of Directors, and other leadership, to effectively engage the organization's core values, mission and vision.
- Meets with the Executive Director to develop long-range programs and regularly review policies and procedures.
- Works with the Executive Director to create and seek learning and development opportunities for staff and self.
- Works closely with the Director of Communications & Engagement, Director of Philanthropy and Volunteer & Events Manager in

developing CCS' brand, engaging with donors and telling the stories of the CCS cats and community.

- Works with shelter leadership to create and implement employee engagement programs and initiatives.
- Fosters a professional and cooperative relationship with others in the animal welfare industry.

Staff Management

- With the support of the Executive Director, manages all aspects of human resources for select staff, including but not limited to: hiring and onboarding, termination, developing position descriptions, and conducting employee annual reviews.
- Oversees the shelter hourly payroll budget, scheduling and PTO requests.
- Establishes a comprehensive training program for staff, team building and skill development opportunities for staff.
- Works with the Executive Director at least biannually to ensure job descriptions and staffing needs are revised and updated as necessary.
- Demonstrates a commitment to team building through modeling a positive and respectful attitude toward all employees, volunteers and partners.
- Establish and grow a culture that values critical and strategic thinking, resourcefulness, constructive feedback, engagement and inclusion at all levels.

Operations

- Oversees day-to-day operations of the shelter, including adoptions, intake, animal care, behavior/enrichment and other related areas. Ensures all staff understand and engage with CCS' mission, vision and values.
- Oversee, develop, maintain and evaluate program standards & best practices for animal care, adoptions, intake/transfer programs, behavior/enrichment, customer service, and any other related activities.
- Create policies and procedures for related duties. Responsible for the maintenance of these documents and communication to relevant staff.
- Provide friendly, professional and knowledgeable service to the public. Respond to customer, staff and volunteer concerns, resolving complaints, special requests and issues. Leads by example in providing excellent customer service.
- Seeks to create, implement and refine innovative programs that improve the lives of shelter cats and support the human-animal bond.
- Ensures off-site adoption partner locations are effectively utilized to maximize off-site adoptions.

- Meets regularly and frequently with relevant staff to proactively address needs of CCS facilities, staff, volunteers and cats.
- In partnership with the Veterinary Services Manager, leads weekly shelter supervisors meetings.
- Works closely with the Veterinary Services Manager (peer) to ensure communication regarding medical cases, contagion control and other concerns is smooth and timely.
- Continuously evaluates use of shelter software to ensure data collection is efficient and informative. Works closely with shelter staff and volunteers to ensure that data entry is timely and accurate.
 - Utilizes data to inform policies and procedures.
- Ensures the humane treatment and handling of all shelter animals, providing training and support to staff in order to do so.
- Ensures all stipulations of PACFA are being followed and serve as a “go-to” for PACFA-related questions from the community.
- Oversees shelter intake policy & procedure.
- Supports and facilitates shelter inspections to prioritize cleaning, repair & maintenance, and assessing capital improvement needs.
- Works closely with the Volunteer Manager to develop and support shelter volunteers.
- Creates training materials.
- Oversees the shelter operating budget, monitoring expenses, supply inventory and future needs.
- Maintain effective ordering & inventory systems with the help of the shelter staff.
 - Inform budget and ensure expenditures stay within the operating budget.
- Participate in disaster preparedness and response activities for CCS and community as it relates to animal-related needs.
- Monitors programs to ensure compliance with OSHA regulations. Monitor safety compliance of staff and take immediate action to correct hazards.
- In cooperation with all departments, ensure compliance with federal regulations and government agencies.
- Other duties as assigned.

Qualifications:

- Excellent interpersonal communication skills
- Ability to effectively communicate in writing
- Strong organizational skills with high attention to detail
- Proven ability to create and maintain a positive working environment
- Ability to utilize effective problem solving/decision making skills

- Experience developing and monitoring budgets and inventory
- Able to plan and implement with little supervision and able to work independently
- Able to delegate tasks effectively
- Able to multitask, prioritize in line with organizational priorities, and be able to meet deadlines

Education & Experience:

- 3 or more years of management/supervisory experience
- Minimum of 3 years animal sheltering experience required
- Knowledge of animal care/behavior and management experience in an animal shelter or similar organization preferred

Working Conditions:

- May sit or stand for long periods of time.
- Noise, odors, chemical fumes, animal hair and dander are encountered due to equipment and animals.
- Subject to animal bites and scratches.
- Must be able to manage the emotional aspect of end of life services and humane euthanasia, and support employees, volunteers and patrons in high-emotion circumstances.
- Daily lifting of up to 50 pounds.
- Frequent standing on concrete floors, walking, bending, kneeling and stooping.
- Must work under pressure with a public audience and have patience and tact when working with difficult or emotional people and situations.

Schedule

- 8 hr shifts, Sun-Thurs, Mon-Fri, Tues - Saturday pending shelter staffing

Benefits & Perks:

- Medical, dental and vision insurance and 401k available to regular, full-time employees
- Paid time off and paid sick leave
- Employee Assistance Program (EAP)
- Professional development assistance
- Employee discount on Meow Mart
- Discounts on Hill's cat food for your own pets
- Bilingual staff members receive \$1 more per hour than the listed range

Note:

- We value diverse experiences, perspectives and abilities, and therefore we highly encourage individuals of all backgrounds to apply.

To Apply:

- Email cover letter and resume to EC Michaels, Executive Director, at ecmichaels@catcaresociety.org