



Director of Shelter Operations

Summary

The Director of Shelter Operations is responsible for ensuring the overall safety and well-being of all animals during their stay at our three full service shelters. This includes direct oversight for animal care and behavior enrichment and assessment. The Director also ensures operating efficiency and logistics of proper staffing and inventory to effectively manage resources and the capacity to care ratio. The Director works in close collaboration with the Director of Animal Health, Director of Placement Programs and Director of Admissions/Client Care.

Through collaborative leadership and a balanced human-animal focused approach, the Director of Shelter Operations sets the tone for a professional staff ensuring best practices in animal husbandry and handling, creative approaches to population management, and cooperative relationships among staff throughout the organization. The Director will cultivate opportunities for employees to excel at their job responsibilities and develop skill sets enabling them to grow professionally at ACC.

Responsibilities

Strategic Planning and Leadership of Care Centers (70%)

- Ensure the humane treatment and handling of all shelter animals
- Research and promote innovative changes to improve overall animal care
- Assess operational effectiveness and implement improvement/enhancement measures on a regular basis
- Provide leadership on solving logistics and animal care challenges with hands on support for care center management.
- Identify areas of opportunity to improve the physical, mental and emotional well-being of the animals in our care
- Monitor and ensure the flow of animals is optimized without compromising the high-quality standards of animal care and handling
- Work with other Directors to establish and maintain best practices for achieving manageable and appropriate lengths of stay and overall animal welfare
- Ensure the cleanliness of shelter and that all protocols are up to date and being followed
- Ensure that the most up to date and appropriate behavior assessment tool is being used to evaluate shelter dogs and evaluations are conducted on timely basis
- Ensure the behavior enrichment program has established guidelines and those guidelines are being followed and data collected
- Continually support and create efficiencies and cutting-edge changes to remain at the forefront of the animal welfare field
- Prepare and monitor annual department budgets and ensure costs are within budgetary guidelines
- Model empathy, compassion and a professional culture

Help us in our mission to end animal homelessness in NYC

Adopt · Volunteer · Donate

- Collaborate with other departments to reach organization goals
- Demonstrate a commitment to team building through modeling a positive and respectful attitude toward all ACC employees, volunteers and partners
- Responsible for emergency on call availability

Administration, Compliance and Reporting (30%)

- Prepare, manage and adhere to operational budgets
- Collaborate with Finance Department to ensure thoughtful oversight of Shelter Operations purchases and efficient use of inventory
- Uphold all Department of Health requirements with respect to ACC's contract with NYC and DOH, and develop, update, monitor and assess all necessary policies and procedures related to ACC's Scope of Services under that contract
- Establish and maintain safety standards and OSHA compliance including oversight of staff safety committee
- Continual review of ACC's Standard Operating Procedures and provide guidance to improve current policies in keeping with developments in or changes to industry best practices
- Develop staffing plans that meet the changing population and needs of our animals
- Time cards and payroll oversight

Qualifications

Ability to excel in a fast-paced, often high stress environment; must be forward thinking and anticipate challenges, responding to them quickly and completely; must be adaptable and receptive to rapidly evolving protocols and able to rally others with an air of excitement and opportunity; treats animals and people with respect, considering all individuals as potential collaborators with something to offer and open-minded to incorporate other's view point; is an expert communicator and negotiator; is a people person and a team player; has a passion for learning and is knowledgeable in current animal welfare trends; is organized, detail oriented; able to maintain composure when faced with emotional situations including medically and behaviorally compromised animals; is vocal and enjoys sharing ideas, willing to engage in friendly, professional debate and idea sharing; available to modify schedule as needed to meet the needs of the organization; ability to work in full service care centers in Manhattan and Brooklyn and, at times, Staten Island.

Education and Work Experience

Bachelor's degree in related field. Five years of management experience with a minimum of two years in animal welfare. Experience working in Behavior a plus. Experience working with union staff a plus.

Work Environment

Ability to work in an animal care facility where euthanasia is performed. 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 environment can be very loud. Will initially work primarily in care centers with some remote time.

Reports To: Vice President, Chief Programs Officer

Overtime: This position is exempt from overtime.

NOTE: This job description is not intended to be all-inclusive. Employee may be required to perform other related duties to meet the ongoing needs of the organization.