



Associate Director of Operations (Loveland, CO Location)

Job Title:	Associate Director of Operations
Department:	Shelter (Primary Dept. Codes: Shelter, Behavior, Overhead)
Job Classification:	Full time, exempt position
Job Relationships:	Reports to the Director of Operations. For assigned location(s), directly supervises Shelter Manager(s) and Safety and Emergency Program Manager. Indirectly supervises Client Services, Animal Care and Behavior Teams. Works directly with Veterinary Services, Facilities and Maintenance, Animal Protection and Control, the Development Department and other members of the Organization.

The Associate Directors of Operations support the Director of Operations and provide expertise in shelter operations, applicable team training and management, animal population management, domestic animal behavior, customer service, animal care, animal evaluation and the application of socially conscious sheltering tenets and capacity for care at the assigned Organization shelter facilities. These positions manage 2 or more management level staff members directly and more than 30 staff members indirectly. Our Associate Directors of Operations serve as backup to one another. These positions serve on the leadership team and are expected to help advance the Organization’s mission, goals and objectives. The schedule for these positions is generally Monday through Friday with evenings, weekends, holidays and on-call requirements. This job is located at our Larimer Campus in Loveland, CO.

Essential Duties/Responsibilities:

Shelter Operations

- Manages and supervises Shelter Manager(s) and Safety and Emergency Program Manager directly and the animal care, client services, and behavior teams indirectly. Assists with management coverage of other Shelter locations as needed.
- Ensures teams have appropriate knowledge of, and comply with, all Federal, State and local animal care and sheltering requirements (PACFA, DEA, OSHA).
- Ensures the tenets of Socially Conscious Sheltering are understood by team members.
- Assists the Director of Operations with Division projects.
- Backup for direct reports, the peer Associate Director of Operations and the Director of Operations.
- Oversees staffing requirements for Departments.
- Responsible for the creation and implementation of training materials for areas of responsibility.
- Ensures direct reports are fully trained and equipped to train, develop and retain applicable employees.
- Represents the Organization in groups related to strategic external collaborations such as Colorado Front Range Operations, Northern Colorado Regional Animal Welfare Coalition and more.
- Creates euthanasia schedules and works with veterinary services regarding implementation of euthanasia training for staff and is responsible for the Shelter department’s euthanasia drug inventories, audits and drug ordering.
- Serves as back up for euthanasia list and euthanasia training. Performs euthanasia as required.
- Oversees applicable site and multi-site purchasing and ensures economies of scale.
- Serves as primary escalation point for department managers at assigned locations.
- Contributes to strategies for operational efficiencies.
- Reviews, creates and implements standard operating procedures in accordance with Organizational expectations in conjunction with peer Associate Director of Operations as warranted.
- Serves as a primary member of the Safety Committee and as a back-up Committee Chair.
- Builds and maintains Organizational wide relationships and actively supports Organizational decisions and works collaboratively throughout the Organization using communication, cooperation and information sharing.
- Maintains updated knowledge of applicable shelter and animal welfare advances and requirements.
- On call for emergencies and coverage situations.
- Consistently meets attendance and punctuality expectations.
- Models the Standards of Professional Conduct and effectively utilizes emotional intelligence.
- Assists in long-term growth opportunities for location volunteer program (community service and internal).

Budgeting/Financial Management

- Monitors expenditures in areas of responsibility and explores cost savings opportunities.
- Responsible for the creation and oversight of Department annual plans and budgets.
- Leads Department strategic planning.
- In conjunction with the Director of Operations and peer Associate Director of Operation, assists with Division level annual plans and budgets.

Other Duties/Responsibilities:

- Performs other duties as assigned.

Job Qualifications:

Education/Experience: Minimum of a bachelor's degree or equivalent applicable professional work experience; A minimum of four (4) years animal shelter, or similar animal welfare organization, experience at a senior supervisor or manager level. Three (3) years of applicable multi-department and staff management. Proven experience in hiring, training and evaluating line and supervisory level staff. Experience leading multi-department planning and budgeting required. Direct animal handling and customer service experience. Experience with Chameleon software, or other animal shelter software. Euthanasia experience preferred. Bilingual English/Spanish reading, writing, speaking and understanding a plus and includes a wage premium.

Knowledge: Knowledge of Socially Conscious Sheltering philosophy and tenants. Knowledge of animal health, care and welfare; Strong animal handling skills. Knowledge of animal breeds and colors and animal behavior and enrichment; Knowledge of, and experience with, non-domestic animals including exotics and more.

Skills: Excellent computing skills (Microsoft Office environment) required; Effective written, verbal and interpersonal communication skills; Public speaking skills; Strong organizational and customer service skills. Emotional intelligence, work ethics and integrity skills.

Abilities: Able to exercise good judgment when dealing with personnel, client, animal and management issues; Able to work with, and to see and hear, animals; Effective record keeping ability; Able to work independently and in a team setting; Able to maintain composure in stressful and emotional work situation. Able to use sound judgment when dealing with confidential information; Able to multi-task and prioritize job duties in a fast-paced and constantly changing work environment. Ability to work a varied schedule including on-call. Proven ability to perform euthanasia. Ability to travel to multiple sites.

Other: Must be at least 21 years of age; Valid Colorado Driver's License, insurable driving record and have and maintain personal driving insurance meeting Colorado standards; Willing to perform euthanasia of animals and to become euthanasia and vaccination certified upon hire. Willing to be rabies vaccinated and have intermittent titer testing.

Working Conditions:

Work Environment: Most work is performed in normal shelter settings; potential for exposure to zoonotic diseases; potential for exposure to dangerous and fractious animals; exposure to high noise levels when in kennel areas; potential for animal bites and scratches while handling animals; exposure to cleaning products; exposure to various weather conditions when working outside. Exposure to clients showing a wide range of emotions including hostility.

Physical Activities Include: Must be able to lift and carry 50 pounds without assistance and heavier amounts with assistance. Potential for standing, walking and sitting up to eight (8) or more hours a day; listening and verbally speaking on the telephone and in person; scrubbing and mopping as needed; sitting at a desk; performing repetitive data entry; driving on behalf of the Organization; bending, squatting, cleaning; performing physical examinations on animals; animal restraint; handling syringes and needles.

NOTE: *This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job. NOCO Humane conducts background checks, DMV checks and requires drug testing of all employment candidates.*

We are an Equal Opportunity Employer. Benefits for full-time employees include options for medical and life, dental, vision and supplemental accident insurance; STD/LTD insurance; a matching 403b plan; paid time off (PTO) accrual; 9 paid holidays and more. Benefits for part-time employees include paid time off (PTO); a matching 403b plan and more.