MAUI HUMANE SOCIETY

Job Description

The Maui Humane Society’s mission is to protect and save the lives of Maui’s animals; accepting all in need, educating the community, and inspiring respect and compassion towards all animals.

Job/Position Title: Chief of Operations

Status: Exempt

Experience: Successful personnel management experience, previous experience in animal management preferably in a shelter, high skill level in written and verbal communication, demonstrated experience solving organizational problems, demonstrated experience managing a large project from start to finish.

Primary Responsibility: Provide leadership and oversight of animal care, intake, and outcomes staff, including goal setting, budget development and overall effectiveness of these areas. Under the supervision of the Chief Executive Officer.

Workers Supervised: Animal Care and Enrichment staff, Adoption Counselors, Customer Service Staff, as well as managers, supervisor and related volunteers.

Essential Duties/Functions:

General
• Act as the executive director in the absence of the CEO, assuming the full range of duties of the CEO as directed by the Board.
• Lead the workplace culture agreement process, engaging volunteers, staff members, board members, and other stakeholders.
• Lead and follow national best practices as defined by the ASV guidelines, NACA, and other data-driven sources of information.

Supervision/Hiring
• Provide management and supervision to Animal Care and Enrichment, Community Services, and Animal Outcomes teams.
• Set goals and priorities, monitor status of work in progress and inspect completed work; consult with assigned staff, assist with complex situations, and provide technical expertise.
• Communicate with other departments as needed to ensure smooth and efficient operations. Address interdepartmental issues when necessary and related to areas of responsibility.
• Manage, direct, and evaluate staff according to company policies and employment laws and ensure relevant HR procedures are followed. Address employee concerns, prepare employee performance appraisals, conduct interviews, and make hiring recommendations.
• Oversee the development and implementation of a new staff onboarding and training program.

Operational
• Analyze animal flow management, organizational structure, and procedures in relation to operational needs and to increase efficiency and cost effectiveness.
• Manage Operations Department schedule to provide managerial coverage during open hours.
• Facilitate weekly operations meetings with managers and supervisors from Animal Care and Enrichment, Community Services, and Animal Outcomes teams.
• Oversee the settings and use of the MHS shelter software system to ensure accurate monthly reporting. Audit shelter software transactions.
• Identify and designate appropriate levels of volunteer labor to support shelter operations and programs.
• Manage work activities and develop staff competence to optimize and sustain sales, adoptions, donations, agency promotion and overall customer satisfaction.
• Create and update standard operating procedures to ensure compliance with laws and regulations as well as best practices in animal management. Responsible for the communication and maintenance of these standards to staff members.
• Lead the shelter’s emergency response and serve as the point of contact with the Red Cross to set up animal sheltering during emergencies.
• Plan, forecast and report on performance of relevant areas including overall trends and other pertinent information. Establish, implement, and evaluate goals and objectives for related duties.
• Oversee the routine upkeep and maintenance of equipment in work-related areas. Identify the need for major repairs, and/or replacement of equipment when necessary.
• Manage cash and payment systems in accordance with company procedures and policies.
• Oversee the retail store inclusive of tracking sales and managing inventory.

**Budget**

• Coordinate the development and preparation of the Operations budget and exercise managerial control over departmental expenditures to ensure that the departmental budget is within organizational limits.
• Review monthly Profit and Loss statement for Operations Department and report on variances to CEO.

**Communications/Reporting**

• Communicate with internal and external stakeholders, speak/present to groups, draft written communications, newsletters, reports, and emails.
• Respond to inquiries, concerns, and requests from the community and direct changes to programs, policies, and/or procedures to address and respond to legitimate community concerns.
• Serve as the media representative for MHS as directed by the CEO.
• Prepare monthly reports to inform the CEO and the Board of Directors about the current operations of the shelter and provide other reports as requested by the CEO.
• Develop and maintain positive relationships with partner agencies.

**Working Conditions:** Air-conditioned office with computer and internet access. Outdoor and shelter wide work is also required. May be required to attend events and other venues in a representative or working capacity. Occasionally requires travel to and from shelter for various errands.

**Equipment Use:** Telephone, cell phone, computer, fax machine, copier, and other related office equipment. Requires use of personal and company vehicles. Animal care, handling and restraint equipment.

**Work Hours:** This is a salaried position that requires flexibility. While a typical workweek will be 40 hours including weekends, various shelter needs and attendance at events and other functions may require longer hours or evening work.

**Mental Demands:** Must have ability to multitask, prioritize and handle high levels of stress. Position requires excellent organizational skills, as well as a high level of accuracy and attention to detail. Must have adequate judgment and self-confidence to handle decision making and management duties. Must be able to meet deadlines and delegate appropriately. Must be a team leader able to instruct, guide,
command and discipline staff. Requires emotional capacity to handle euthanasia related decisions including communicating these decisions to the public when necessary. Requires leadership skills necessary to determine goals and priorities and motivate staff to reach these goals. Requires the ability to deal with difficult situations and demanding, uncooperative and sometimes hostile people and or situations in a compassionate and professional manner. Requires the ability to think clearly, act quickly and utilize sound judgment in a variety of situations. Requires the ability to be self-disciplined and self-motivated. Must have an ability to create a team and cooperative environment among own department as well as other departments and volunteers.

Physical Demands: This position involves desk & computer work but could also require being on your feet for extended periods of time. Position may include (car) travel back and forth to venues and lifting of up to 50 pounds. Must be able to work at a fast and efficient pace. Must be able to safely handle and control animals of all kinds.

Qualification Requirements

Minimum Qualifications:
- Minimum 2 years supervisory experience with budgetary responsibilities and/or related business or administrative degrees.
- Minimum 5 years’ experience in customer service field or ability to demonstrate skills.
- Minimum 5 years animal husbandry or related experience. Must have proven and demonstrable knowledge of animal care and handling, breed identification and behavioral issues.
- Excellent public relations skills, strong written and oral communication skills.
- Requires a high level of organization with a strong attention to detail and high degree of accuracy.
- Must be a goal-oriented self-starter with willingness to go beyond prescribed work and time schedules.
- Proficiency with Google Documents, Microsoft office, e-mail and internet use and database type software.
- Possession of a valid Driver’s license with a clean driving and criminal abstract.

General Qualifications:
- Must have a passion for animals and support the mission of the Maui Humane Society.
- Must treat animals humanely, with love and concern both on and off the job and transmit these values to others.
- Must adhere to all local laws regarding personally owned animals.
- General knowledge of pet behavior and care. Ability to work with all kinds of animals in a safe and responsible manner.
- Positive attitude is a must!