Position: Director of Operations

Summary: The Director of Operations provides leadership and support for the managers of all operational departments including Shelter Medicine, Veterinary Clinic, Animal Programs, Volunteer & Foster, and Customer Service. The Director of Operations works with department managers to create clear goals and procedures and assists in developing a cohesive and supportive environment. This position oversees Human Resources for the entire organization. The Director of Operations works with the Executive Director (ED) on long-range planning, budget oversight, and strategic response to an ever-increasing demand for the organization’s services. This person fulfills the duties of the ED in the ED’s absence.

Reports to: Executive Director

Essential functions:

Organizational / Leadership
- Maintains effective working relationships within Greenhill and with other animal welfare organizations, government officials and community groups and organizations, and assists in establishing and strengthening relationships with key external partners
- Assures that the organization is focused on achieving its mission and contributes to the development of programs and campaigns in support of Greenhill’s mission
- Works with department managers and staff veterinarians to support Greenhill’s core life-saving and humane care values
- Oversees operational departments and department managers to ensure consistency in the implementation of shelter mission and programs; provides regular reports to Executive Director regarding key metrics
- Works with department managers to develop and update written protocols to improve consistency and efficiency; regularly reviews policies and protocols to ensure compliance with local, state and federal laws, contract requirements, and the organization’s mission
- Identifies best practices and improves internal systems with an eye toward future needs and budget realities
- Ensures clear and accurate communications across all departments
- Responds to customer complaints when escalated; assists managers when dealing with difficult situations.
- Assists the Executive Director in strategic and long range planning
- Partners with the ED in essential internal organizational leadership activities (human resources, administration, and organizational planning)
- Assists in the management of ongoing contract relationships
- Serves as lead management staff in the absence of the Executive Director

Human Resources
- Responsible for HR functions including: recruiting, training, employee compensation, legal compliance, performance management, supporting managers in employee discipline and counseling, staff development and continuing education, and employee satisfaction and recognition
- Hiring for management-level positions; supports department managers in hiring as needed
- Mentors and coaches department managers and staff in a visible, approachable manner and as a sounding board/resource

Financial
- Assists in the preparation of the annual budget
General

- Creates a climate in which staff is motivated and empowered to perform at peak levels
- Demonstrates by personal example the desired standards of conduct, work performance, and excellence
- Contributes to a work environment that fosters pride in being part of a cohesive team that promotes personal and departmental growth
- Ensures a clean, safe and organized environment for the public, staff, volunteers and animals within Greenhill’s care.
- Maintains a working knowledge of trends in the field of animal sheltering and animal welfare.
- Ensures humane care and proper attention is provided to all animals.

Supervisory responsibilities: The Director of Operations supervises most of the organization’s department managers, and has the authority for hiring and firing decisions.

Qualifications:

- Minimum of 3 years management experience
- Prior experience with animal shelter management and/or non-profit management preferred
- In-depth knowledge of organizational development and management principles
- Demonstrated success with conflict resolution and handling of difficult situations
- Working knowledge of nonprofit finance, human resources, resource development
- Excellent verbal and written communication skills, including oral presentations.
- Excellent motivational, leadership, supervisory, and training skills
- Ability to handle significant stress
- Success in roles requiring execution of multiple tasks while responding to multiple priorities
- Proven ability to work with efficiency, flexibility, and good humor
- Demonstrated ability to build and maintain relationships with a wide array of people – junior and senior, for-profit and nonprofit, and from diverse backgrounds
- Self-starter, self-disciplined
- Passionate about Greenhill’s mission and impact

Certificates, licenses, registrations:

- Valid Oregon Driver’s license required.
- Certified Animal Welfare Administrator preferred

Physical demands:

- Frequent, prolonged sitting (6-8 hours per day)
- Daily keyboarding for prolonged periods of time.
- Able to process complex verbal and written instructions
- Able to utilize phone and email systems, photocopiers, scanners, and other small office equipment
- Able to place and retrieve information in and from file folders and file cabinets
- Occasional bending, squatting, lifting and carrying of objects weighing 25-30 lbs
- Occasional driving on public roadways in varying weather and traffic conditions

Work environment:

- Work is performed in an animal shelter. Potential for exposure to zoonotic diseases, dangerous and fractious animals, high noise levels, hazardous chemicals, anesthetics and sharp objects. While performing the duties of this job, the employee is regularly exposed to noxious odors, fumes, and airborne particles (including allergens such as animal fur and dander); toxic or caustic chemicals; and potentially volatile situations which can present risk of violence or injury. The noise level in the work environment is usually moderate to loud.
- Allergic conditions, which could be aggravated when handling or working with animals, may be a disqualification.