

Nevada Humane Society Job Description

Job Title: Chief Operating Officer
Department: Shelter
Reports to: Chief Executive Officer
FLSA Status: Exempt

Position Description

The Chief Operating Officer is responsible for day-to-day operations and support for all areas of shelter operations across both locations including, but not limited to, shelter, clinic, and field services operations, community services, animal care, facilities and equipment upkeep, customer service, and safety. The position also supports directors and managers with staff management in operational departments, including providing guidance and training for employee development and relations.

The COO ultimately provides the leadership, management, and vision necessary to ensure that the company has the proper operational controls, administrative and reporting procedures, and people systems in place to effectively grow the organization and to ensure financial strength and operating efficiency. They share responsibility for driving the Nevada Humane Society to achieve and surpass goals for adoptions; quality of care for animals; live release rate and other lifesaving metrics; business/financial goals and objectives; and the organization's mission and vision to create positive outcomes for all healthy, treatable animals.

Essential Job Functions:

Leadership:

- Culture: Cultivate a culture of collaboration, compassion, transparency, and improvement across the organization.
- Style: Lead with positivity, recognizing concerns of all staff with respect and dignity, and promoting humane treatment and compassion for people as well as animals.
- Interactions: Communicate in a way that positions the COO as a resource for all staff by recognizing people as the prime resource for organizational achievement. Regularly observe or meet with, and gain input and feedback from direct and indirect reports alike.

General Management:

- Oversight: Oversee the day-to-day management of operations, programs, and services at NHS in Reno and Carson City locations, including animal care and clinics at both locations and field services in Carson City.
- Walk-throughs: Perform regular, scheduled walk-throughs of both locations to ensure proper and timely care, cleaning, sanitation, feeding, and disposition of animals and to ensure that animals are moving through the system and are made available for adoption in a timely manner
- Assess and adjust: Periodically review and assess policies, processes, programs and work—particularly in light of developments in the animal welfare field—within the organization to make needed changes to meet the needs of the animals and the community.
- Plans and goals: Make plans for adjustments to processes and programs based on data and collaborative input to achieve organizational goals, using project management when necessary. Provide reports and analysis of data regularly and as requested by CEO or other Directors, including providing data for grant reporting to Development Director. Assist the CEO with planning and budgeting.
- Implementation: Work with department heads to ensure smooth rollout of any changes to procedures, processes, or policies to indirect reports. Ensure that all established procedures and policies of the organization are reliably and consistently implemented.
- Record keeping: Ensure that appropriate records are accurately created, maintained, and reported during the daily operations of the shelters and the clinics.
- Legal compliance: Follow all local, state, and federal laws with regard to animal housing, care, admission, and disposition. Ensure compliance with NHS contractual agreements, including with Washoe County Regional Animal Services and Carson City.

Animal Care:

- Animal processes and flow: Evaluate, develop, implement, manage, and monitor animal care and flow processes at both shelters and both clinics including, but not limited to, admissions, animal handling, disease control, feeding, health care, adoptions, transfers, foster care, and euthanasia.

- Standards of care: Ensure high standards of care for both the physical and mental well-being of all animals in the care of NHS shelters and clinics by holding all team members accountable for quality of care.
- Humane treatment: Promote a caring attitude toward all animals and treat all animals humanely and with compassion at all times, regardless of circumstances including those who are sick, injured, feral, or aggressive.

Facilities:

- Preventative maintenance: Develop and implement a preventative maintenance program to ensure the timely repair and/or replacement of shelter and clinic spaces and equipment.
- Supplies and equipment: Create processes to ensure an appropriate inventory of supplies and pet food to ensure that staff members have adequate supplies, tools, and equipment to do their jobs.
- Safety and health: Maintain healthy, safe, sanitary, and pleasant facilities for the animals, the public, and the staff.

Staffing:

- Hiring: Interview and select management and direct report hires in a manner consistent with the organization's mission, contracts, and Nevada state and federal laws.
- Training: Ensure training and ongoing guidance and development of the management team and training of front-line staff that supports NHS policies, culture, and disease-control protocols.
- Management: Provide and assign clear expectations and performance goals for managers and employees. Schedule and supervise or perform performance management, including coaching and performance reviews. Document performance or relations issues following NHS policies proscribed by HR. Terminate management staff and other employees when necessary consistent with NHS policies and procedures and Nevada state and federal laws.
- Safety: Work with HR to ensure that appropriate safety programs and training are in place to comply with appropriate safety standards including OSHA compliance.

Customer Service:

- High-quality service: Model, create, and maintain outstanding customer service with all stakeholders, including efficient, courteous

interactions with customers, community partners, and volunteers. Cultivate high-quality customer service in staff by providing feedback and support.

- **Courtesy:** Treat staff, volunteers, supporters, officials, and the public with respect and courtesy, foster a spirit of collaboration, and perform duties in a manner that assists NHS in the achievement of its goals and encourages community support of its work.

Community Relations:

- **Engagement:** Work with the CEO and the executive team to cultivate and encourage community-engagement efforts including working with volunteers, rescue groups, other shelters, government agencies, private businesses, grant funding entities, other nonprofits, and the veterinary community.
- **Partnerships:** Work effectively with NHS's contractual partners to regularly reevaluate procedures and relations: Washoe County Regional Animal Services and Carson City.
- **Promotion:** Work with the marketing team to ensure effective promotion for adoptions, spay/neuter, and vaccination events as well as for individual animals and needed equipment/supplies.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice, depending on organizational needs.

Minimum Qualifications:

Education:

- Some post-secondary education required
- Bachelor's degree in Business or related field strongly preferred
- Advanced degree desirable

Experience:

- Minimum of three (3) years of management experience, preferably in a senior leadership or management position overseeing 20+ employees, including supervising, hiring, and developing staff
- Minimum of three (3) years of animal sheltering experience and a resulting knowledge of and familiarity with animal welfare issues and current best practices

- Knowledge of animal management databases and animal welfare-related software solutions preferred
- Knowledge of field services preferred

Licenses:

- Valid CA or NV Driver's license and ability to pass Nevada Humane Society Motor Vehicle Report criteria. Current auto insurance.

Location:

- Located in or ability to relocate to Reno/Sparks/Carson City area.

Availability:

- NHS is open to the public six days a week and operates all seven days of the week, as animals need daily care. Availability and a willingness to work a flexible schedule including on-call scheduling for emergencies and urgencies required.

Knowledge, Skills, and Abilities:

- Outgoing, personable, patient, and professional, and able to work and communicate well with a variety of people.
- Track record of successful day-to-day problem solving and decision making.
- Successful track record of building and working as part of a team.
- Excellent written and oral communication skills.
- Self-directed and able to work well with minimal supervision and direction.
- Able to manage multiple tasks and to embrace change.
- Able to set goals, plan, and carry out projects.
- Able to follow-through on tasks and meet deadlines.
- Strong organizational skills.
- Track record of successful long-term program development.
- Comfortable and proficient with computer technology, including Windows, Word, and Excel. Ease at working with databases. Knowledge of shelter management databases preferred.
- High-level of accuracy with data.
- Knowledge of best practices of animal shelter operations and programs.

- Knowledge of domestic animals including breeds, behavior, appropriate care and housing, common health problems, disease symptoms, and handling techniques.
- Demonstrates compassion for people and animals, while enthusiastically supporting the organization's open-admissions and open-adoptions policies.
- A professional demeanor even in stressful situations and to handle interactions, firmly when necessary, without becoming aggressive or unpleasant.
- Maturity, good judgment, and a professional personal appearance.
- Affection for all animals and concern for their welfare and a willingness to accommodate animals in the workplace.
- Able to work with animals of unknown disposition and those who may exhibit medical and other problems, as well as aggressive tendencies.

Physical Requirements:

- Physical ability to walk and/or stand on your feet throughout a normal active workday.
- Physical ability to engage in repetitive motions of legs, arms, and hands, to hear, and to see.
- Physical ability to lift and move files up to 20 pounds.
- Allergic conditions, which would be aggravated when handling or working around animals, may be a disqualification.

**From time to time we euthanize animals who are sick or injured. Also, from time to time we need to end the life of a dog who has displayed aggressive tendencies and who poses a risk to public safety or to the safety of other animals.