

ANIMAL RESCUE LEAGUE of BOSTON



A champion for animals

JOB DESCRIPTION

Position: People and Operations Manager, Brewster

Supervisor: Associate Director of Animal Care Operations

Summary:

The Animal Care and Adoption Centers are a vital part of the Animal Rescue League of Boston (ARL). Under the direction of the Associate Director of Animal Care Operations, this role is responsible for the management of overall day-to-day operations, staff, and general facility oversight of ARL's Brewster Animal Care and Adoption Center. The person in this role is responsible for coaching the staff in our Brewster location to achieve high standards of and adherence to best practices of shelter population management, animal care, and interculturally intelligent customer-facing services.

The person in this role has with a strong background in people leadership and operations management. Animal skills can be taught. The position requires a high level of organization, professionalism, and customer service skills. This position has to be flexible in the duties and responsibilities that best fit the changing needs of our community and the mission, vision, and values of ARL. May be assigned duties at another branch if staffing requirements dictate.

Responsibilities:

Responsibilities include, but are not limited to the following:

People Management (Approx. 40%)

- Support a culture of respect, belonging and teamwork through regular 1:1s, recognition, supervision, developmental coaching, performance evaluation; connect with Associate Director (AD) and Director as needed for guidance to ensure staff accountability and compliance.
- Foster open two-way communication with animal care associate (ACA) staff to ensure they have timely, relevant information to excel in their work, understand the why behind decisions, feel heard and empowered to give input.
- Be a consistent, visible presence on the floor to answer questions, make timely operational and staffing adjustments, offer support, receive/give feedback, remove obstacles, and foster understanding and commitment to Brewster and to ARL
- Model interculturally intelligent customer service.
- Partner with Human Resources and AD to lead recruitment and hiring of outstanding operations staff.

- Collaborate with other shelter managers and ADs to ensure all team members receive high-quality onboarding, training and ongoing professional development opportunities
- Ensure Fear Free® certifications are obtained by all staff and practiced consistently with animals in care to minimize fear, anxiety and stress.
- Collaborate with the AD of Volunteer Engagement to develop and co-manage volunteer staff to work in the Brewster Animal Care and Adoption Center.
- Cultivate positive client, volunteer, and coworker relations through professional, respectful and courteous interactions.
- Work across our organization as one team, supporting one another in accomplishing our work through trust and mutual respect.
- Work cooperatively and respectfully with all volunteers, recognizing the talent and commitment they bring to ARL.

Animal Population Management (Approx. 30%)

- Place top priority on the welfare of all animals.
- Ensure that services meet or exceed industry standards of care, and through evaluation, emerging knowledge, and staff participation, foster a culture of continuous improvement and program excellence and innovation, including high standards of sanitation, exercising of animals, expediting medical services for the sick and injured, expedite proper and humane euthanasia of animals when necessary.
- Make informed and timely decisions to balance animal population to a high standard for humane and responsible animal care, following medical and behavior adherence to best practices of shelter population management in an effort to decrease length of stay for all species and to be able to continue to accept animals into ARL's Centers.
- Maintain awareness of exposure to animal related parasites, as well as infectious and zoonotic diseases.
- Handle a wide variety of animals effectively and humanely.
- Know or be able to learn and perform the ARL approved techniques for the euthanasia of animals. Ensure strict guideline and security with the euthanasia solution, euthanasia protocol, and record-keeping, consistent with law on controlled drugs, in accordance with ARL policy.
- Perform rabies specimen test preparation according to ARL policies.

Process Management (Approx. 30%)

- Deliver superior client experience and animal care for every client, every animal every day; create routines and follow ARL best practices to maintain smooth, consistent, top-quality operations.
- Problem-solve: seek out root causes and course-correct to overcome obstacles.
- Assume responsibility for Brewster Animal Care and Adoption Center operations budget. Controls overtime expenditures.
- Establish and implement a staffing plan and work to maintain appropriate staffing and scheduling; create and evaluate annual goals and objectives; and participate in employment decisions.
- Analyze program data and metrics related to animal population management.
- Ensure that all current and prior shelter record keeping systems are maintained in a manner that ensures accuracy, confidentiality, and accessibility.

- Responsible for inventory control and the maintenance and safe storage of all shelter equipment.
- Maintain all public and restricted areas around the building in a manner that ensures safe and unobstructed passage. A strong emphasis must be placed on appearance. Keep all areas neat, clean, and organized. Working with Facilities Department, coordinate all interior and exterior building maintenance.
- Ensure a safe work environment by following all Safety Guidelines and modeling safe work practices.
- Serve on committees and work on special projects as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Love of animals required.
- BA/BS degree preferred.
- Two years of increasingly responsible people leadership and ability to maintain professionalism and confidentiality essential.
- Experience working with animals in a humane organization or veterinary clinic preferred.
- Strong interpersonal and communication skills.
- Strong attention to detail.
- Possess professional, caring, humane and safety conscious demeanor.
- Be a creative, strategic thinker, and quick learner.
- Engage effectively with diverse groups of people.
- Be able to motivate and lead a team with proven ability to persuade through consensus building and work well and positively as a member of a team, but willing to make decisions when necessary.
- Strong computer skills required, including effective e-mail communication and Microsoft Office.
- Have a valid driver's license, maintain a good driving record, have own transportation, and be insurable with the ARL's auto insurance.
- Be physically capable of performing all the duties of Animal Care and Adoption Center Managers including working with behaviorally compromised animals; strenuous physical activity on a daily basis, including but not limited to lifting a minimum of 50 lbs., and carrying, reaching, stooping, standing, squatting; regularly moving about the facilities to coordinate work; potential exposure to sick, deceased, fractious or aggressive animals.

Additional Information:

- The regular work week is 5 eight-hour days, 40 hours/week, but the position is required to be available for emergencies and/or when other duties require it at night, weekends, and holidays.
- Must work a weekend day and some holidays.
- Must be willing to stay overnight in the event of a severe storm to be available for animal care.

- Assumes responsibility for opening and closing the Animal Care and Adoption Center, which includes making sure all animals have been properly taken care of and securing the premises.

Our EEO Policy:

ARL is an Equal Employment Opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, creed, religion, sex, national origin, ancestry, gender, gender identity or expression, age, marital or domestic partner status, citizenship status, sexual orientation, disability, genetic information, military or veteran status, or any other characteristic protected by applicable federal, state or local laws, regulations or ordinances.

Applicants with disabilities may be entitled to a reasonable accommodation under the terms of the Americans with Disabilities Act and certain state or local laws. A reasonable accommodation is a modification (or modifications) to a position and/or to the hiring process which will allow the individual to perform all of the essential functions of that position and/or complete the application process without imposing undue hardship on ARL. Please inform the ARL's recruitment team if you need an accommodation in order to complete any forms or to otherwise participate in the application process.

Employee's Signature

Date